NATIONAL SOCIAL SECURITY FUND
P.O. BOX 30599 – 00100
NAIROBI, KENYA

TENDER NO: 16/2010-2011:-

SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION AND COMMISSIONING OF A FULLY INTEGRATED ICT INFRASTRUCTURE

FEBRUARY 2011

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SECTION I – INVITATION TO TENDERS

NSSF TENDER NO. 16/2010-2011 – SUPPLY, INSTALLATION, CONFIGURATION, CUSTOMIZATION AND COMMISSIONING OF A FULLY INTEGRATED ICT INFRASTRUCTURE

The National Social Security Fund (NSSF) invites sealed tenders from eligible and competent ICT Hardware/Software Vendors for the Supply, Installation, Customization and Commissioning of a fully Integrated ICT Infrastructure as per the tender document comprising of:-

a) Hardware, Data centre and Disaster Recovery Site

b) Softwares (compatible) in the form of:

i) Automated Fingerprint Identification System (AFIS),
ii) Electronic Documentation & Archiving,
iii) Financial,
iv) Procurement,
v) Human Resources and;
vi) Related Social Security Softwares.

Interested Tenderers should obtain Tender documents from **Procurement Office, 9th Floor,** upon payment of a non-refundable fee of **Kshs. 5,000.00** either in cash or bankers cheque payable to the **National Social Security Fund at Podium Floor; Block 'A', Western Wing, Social Security House Nairobi.**

Tender submission shall be accompanied by the following Mandatory / Statutory requirements for preliminary evaluation.

1. Certificate of Company Incorporations
2. Details of Company Ownerships/Directorship
3. Valid TAX Compliance Certificates
4. Valid NSSF Compliance Certificate
5. Audited Accounts for the last three (3) years **(i.e. within 2007 & 2010)**
6. Tender security of **Kshs. Ten (10) million** valid for 120 days from the closing date of the tender
7. Proven Physical location of the company/Firm (attached evidence e.g. title deed or lease agreements)

Prices quoted should be net inclusive of all taxes and must be in Kenya Shillings, and shall remain valid for **90** days from the closing date of the tender. This tender is a **two envelope** tender comprising separate **technical** and **financial** submission.

Completed Tender documents shall be submitted in a plain sealed outer envelope enclosing separately sealed envelopes (in **"Original"** and "**Copy" of each** submission**) all** clearly marked **Tender No. 16/2010-2011 – Supply, Installation, Configuration, Customization and Commissioning of a Fully Integrated ICT Infrastructure** as per instructions in the tender documents and addressed to:

Managing Trustee
National Social Security Fund
P.O. Box 30599 – 00100
NAIROBI

The same should be deposited in the tender Box on 2nd Floor Reception Area, Block 'A', Western Wing, Social Security House, Nairobi **on or before 11.00 a.m. local time on Tuesday March 1, 2011.** Tenders will be opened immediately thereafter at the Seminar room on 24th Floor, Social Security House, Block 'A' Western Wing, Nairobi in the presence of Tenderers representatives who choose to attend.

A pre-tender meeting for interested tenderers is scheduled to be held at 11.00 a.m. on February 16, 2011 at the Seminar Room on 24th floor, Social Security House, Block 'A', Western Wing.

The NSSF reserves the right to accept or reject any tender either in whole or in part without giving reason for either rejection or acceptance.

SECTION II – INSTRUCTIONS TO TENDERERS

2.1 Eligible tenderers

2.1.1. This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall complete the supply, Installation, Customization and Commissioning of a fully integrated ICT infrastructure by the intended completion date specified in the tender documents.

2.1.2. The NSSF's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.

2.1.3. Tenderers shall provide the qualification information statement that the tenderer (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the NSSF to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for tenders.

2.1.4. Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Eligible Goods

2.2.1 All goods to be supplied under the contract shall have their origin in eligible source countries.

2.2.2 For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components

2.2.3 The origin of goods is distinct from the nationality of the tenderer.

2.3 Cost of tendering

2.3.1. The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the NSSF, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.3.2 The price to be charged for the tender document shall not exceed Kshs.5,000/=

2.3.3 The NSSF shall allow the tenderer to review the tender document free of charge before purchase.

2.4 Contents of tender documents

2.4.1 The tender document comprises of the documents listed below and addenda issued in accordance with clause 6 of these instructions to tenders

i) Instructions to tenderers
ii) General Conditions of Contract
iii) Special Conditions of Contract
iv) Schedule of Requirements
v) Details of good
vi) Form of tender
vii) Price schedules
viii) Contract form
ix) Confidential business questionnaire form
x) Tender security form
xi) Performance security form
xii) Declaration form

2.4.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.5 Clarification of Documents

2.5.1 A prospective candidate making inquiries of the tender document may notify the NSSF in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The NSSF will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the NSSF. Written copies of the Procuring Entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have received the tender documents.

2.5.2 The NSSF shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.6 **Amendment of documents**

2.6.1 At any time prior to the deadline for submission of tenders, the NSSF, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.6.2 All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.6.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the NSSF, at its discretion, may extend the deadline for the submission of tenders.

2.7 Language of tender

2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the NSSF, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.8 **Documents Comprising the Tender**

The tender prepared by the tenderer shall comprise the following components:

(a) A Tender Form and a Price Schedule completed in accordance with paragraph 8, 9 and 10 below.

(b) Documentary evidence established in accordance with Clause 2.12 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;

(c) Tender security furnished is in accordance with Clause 2.13

(d) Confidential business questionnaire

(e) Declaration form

2.9 **Form of Tender**

2.9.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the goods to be provided.

2.10 **Tender Prices**

2.10.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices of the goods it proposes to provide under the contract.

2.10.2 Prices indicated on the Price Schedule shall be the cost of the goods quoted including all customs duties and VAT and other taxes payable:

2.10.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.21.

2.10.4 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

2.10.5 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

2.10.6 Price variation requests shall be processed by the NSSF within 30 days of receiving the request.

2.11 **Tender Currencies**

2.11.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

2.12 Tenderers Eligibility and Qualifications.

2.12.1 Pursuant to Clause 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.12.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the NSSF's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.13 **Tender Security**

2.13.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.

2.13.2 The tender security shall be in the amount of Kshs. ten (10) million.

2.13.3 The tender security is required to protect the NSSF against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.13.7

2.13.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of a bank guarantee or a bank draft issued by a reputable bank located in Kenya, in the form provided in the tender documents or any other form acceptable to the NSSF and valid for thirty (30) days beyond the validity date of the tender.

2.13.5 Any tender not secured in accordance with paragraph 2.13.1, 2.13.2 and 2.13.3 will be rejected by the NSSF as non responsive, pursuant to paragraph 2.21.

2.13.6 Unsuccessful tenderer's security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the NSSF.

2.13.7 The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.27, and furnishing the performance security, pursuant to paragraph 2.28.

2.13.8 The tender security may be forfeited:

(a) If a tenderer withdraws its tender during the period of tender validity specified by the NSSF on the Tender Form; or

(b) In the case of a successful tenderer, *if* the tenderer fails:

(i) To sign the contract in accordance with paragraph 2.26

or

(ii) To furnish performance security in accordance with paragraph 2.27.

(c) If the tenderer rejects correction of an error in the tender.

2.14 **Validity of Tenders**

2.14.1 Tenders shall remain valid for 90 days after the date of tender opening prescribed by the NSSF, pursuant to paragraph 2.19. A tender valid for a shorter period shall be rejected by the NSSF as non-responsive.

2.14.2 In exceptional circumstances, the NSSF may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.13 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

2.15 **Format and Signing of Tender**

2.15.1 The tenderer shall prepare two copies of the **Technical** and **Financial** tender (Clearly marking each **"ORIGINAL TENDER"** and **"COPY OF TENDER,"** as appropriate. In the event of any discrepancy between them, the original shall govern.

2.15.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.

2.15.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.16 **Sealing and Marking of Tenders**

2.16.1 The tenderer shall seal the originals and copies of the tender in separate envelopes, duly marking the envelopes as **"ORIGINAL and COPY" FINANCIAL" and "ORIGINAL and COPY TECHNICAL"** respectively. The envelopes shall then be sealed in an outer envelope marked "**Tender 16/2010-2011: Supply, Installation, Configuration, Customization and Commissioning of a Fully Integrated ICT Infrastructure.**

For purposes of this tender, tenderers' shall submit one (1) original and one (1) copy of both the Technical and the Financial tenders respectively. In the event of any discrepancy between the original and copy, the original shall govern.

2.16.2 The inner and outer envelopes shall:

(a) Be addressed to the NSSF at the address given in the invitation to tender

(b) Bear, **Tender 16/2010-2011: Supply, Installation, Configuration, Customization and Commissioning of a Fully Integrated ICT Infrastructure** and the words: "DO NOT OPEN BEFORE **1st March, 2011 at 11.00a.m local time.**"

2.16.3 The inner envelopes only shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.16.4 If the outer envelope is not sealed and marked as required by paragraph 2.16.2, the NSSF will assume no responsibility for the tender's misplacement or premature opening.

2.17 **Deadline for Submission of Tenders**

2.17.1 Tenders must be received by the NSSF at the address specified under paragraph 2.15.2 but not later than **1st March 2011 at 11.00a.m local time.**

2.17.2 The NSSF may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 6, in which case all rights and obligations of the NSSF and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.17.3 Bulky tenders which will not fit in the tender box shall be received by the NSSF as provided for in the appendix to instructions.

2.18 Modification and withdrawal of tenders

2.18.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification , including substitution or withdrawal of the tender's is received by the NSSF prior to the deadline prescribed for the submission of tenders.

2.18.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.16. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.18.3 No tender may be modified after the deadline for submission of tenders.

2.18.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.13.7.

2.18.5 The NSSF may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.18.6 The NSSF shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.19 **Opening of Tenders**

2.19.1 The Procuring entity will open all tenders marked 'TECHNICAL' in the presence of tenderers' representatives who choose to attend, after **11.00 a.m. local time on 1st March 2011** and in the location specified in the invitation to tender. The tenderers' representatives who are present shall sign a register evidencing their attendance. The Financial submissions shall remain sealed until the technical evaluation is completed and those who attain the technical cut-off point shall be invited to witness the opening of their financial submission. Those who fail shall be informed simultaneously and their financial submission returned un-open after award.

2.19.2 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the NSSF, at its discretion, may consider appropriate, will be announced at the opening.

2.19.3 The NSSF will prepare minutes of the tender opening which will be submitted to the tenderers that signed the tender opening register and will have made the request.

2.20 Clarification of tenders

2.20.1 To assist in the examination, evaluation and comparison of tenders the NSSF may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

2.20.2 Any effort by the tenderer to influence the NSSF in the NSSF's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers tender.

2.21 **Preliminary Examination and Responsiveness**

2.21.1 The NSSF will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished whether the documents have been properly signed, and whether the tenders are generally in order.

2.21.2 Arithmetical errors will be rectified on the following basis. a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. b) If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. c) If there is a discrepancy between words and figures, the amount in words will prevail.

2.21.3 The NSSF may waive any minor informality or non conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

2.21.4 Prior to the detailed evaluation, pursuant to paragraph 2.23, the NSSF will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. The NSSF's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.21.5 If a tender is not substantially responsive, it will be rejected by the NSSF and may not subsequently be made responsive by the tenderer by correction of the non conformity.

2.22 **Conversion to a single currency**

2.22.1 Where other currencies are used, the NSSF will convert those currencies to Kenya shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

2.23 **Evaluation and comparison of tenders**.

2.23.1 The NSSF will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.21

2.23.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the goods.

2.23.3 The NSSF's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.23.4 and in the technical specifications:

(a) Operational plan proposed in the tender;

(b) Deviations in payment schedule from that specified in the Special Conditions of Contract;

2.23.4 Pursuant to paragraph 2.23.3 the following evaluation methods will be applied:

(a) ***Operational Plan.***

The NSSF requires that the goods under the Invitation for Tenders shall be provided at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the NSSF's required delivery time will be treated as non-responsive and rejected.

(b) ***Deviation in payment schedule.***

Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The NSSF may consider the alternative payment schedule offered by the selected tenderer.

2.23.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.23.6 To qualify for contract awards, the tenderer shall have the following:-

(a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.

(b) Legal capacity to enter into a contract for procurement

(c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing

(d) Shall not be debarred from participating in public procurement.

2.24. **Contacting the NSSF**

2.24.1 Subject to paragraph 2.20, no tenderer shall contact the NSSF on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.24.2 Any effort by a tenderer to influence the NSSF in its decisions on tender evaluation tender comparison or contract award may result in the rejection of the tenderers tender.

2.25 Award of Contract

a) **Post qualification**

2.25.1 The NSSF will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.25.2 The determination will take into account the tenderer's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1, as well as such other information as the NSSF deems necessary and appropriate.

2.25.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the NSSF will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

b) **Award Criteria**

2.25.3 Subject to paragraph 2.26 the NSSF will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.25.4 The NSSF reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the NSSF's action. If the NSSF determines that none of the tenderers is responsive; the NSSF shall notify each tenderer who submitted a tender.

2.25.5 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.26 **Notification of award**

2.26.1 Prior to the expiration of the period of tender validity, the Procuring Entity will notify the successful tenderer in writing that its tender has been accepted.

2.26.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the NSSF pursuant to clause 2.27. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

2.26.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.28, the NSSF will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.13

2.27 **Signing of Contract**

2.27.1 At the same time as the NSSF notifies the successful tenderer that its tender has been accepted, the NSSF will simultaneously inform the other tenderers that their tenders have not been successful.

2.27.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the NSSF.

2.27.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.28 **Performance Security**

2.28.1 Within thirty (30) days of the receipt of notification of award from the NSSF, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the NSSF.

2.28.2 Failure of the successful tenderer to comply with the requirement of paragraph 2.27 or paragraph 2.28 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the NSSF may make the award to the next lowest evaluated or call for new tenders.

2.29 **Corrupt or Fraudulent Practices**

2.29.1 The NSSF requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.29.1 The NSSF will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

2.29.2 Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

Appendix to Instructions to Tenderers

The following information shall complement, supplement, or amend, the provisions on the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

The name of the Client is: **NATIONAL SOCIAL SECURITY FUND**
P.O. BOX 30599 – 00100
NAIROBI.
Tel. 2729911

The method of selection for this tender is: **Quality Cost Based Selection (QCBS).**

Instruction to tender reference	*Particulars of Appendix to instructions to tenderers*
2.1	Eligible tenderers shall be registered ICT Software and or Hardware Vendors
2.17.3	Bulky tender documents shall be received in properly sealed envelopes as per instruction at the Deputy Manager's (Procurement services) office on 9th Floor; and entered in a register for receipt of bulk documents and signed for by the delivering person provided they are delivered earlier than one (1) hour before the closing time, after which the tenderer shall be required to place the tender documents at the tender box designated area.
2.18.1	After 11.00a.m local time on **1st March 2011**
2.23	In addition, the evaluation criteria provided in the special condition of contract shall be taken into account

SECTION III – GENERAL CONDITIONS OF CONTRACT

3.1 **Definitions**

In this contract the following terms shall be interpreted as indicated:

a) "The contract" means the agreement entered into between the NSSF and the tenderer as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.

c) "The services" means services to be provided by the contractor including materials and incidentals which the tenderer is required to provide to the NSSF under the Contract.

d) "The Procuring entity" means NSSF (Fund), the organization sourcing for the goods under this Contract.

e) "The contractor" means the individual or firm providing the goods under this Contract.

f) "GCC" means general conditions of contract contained in this section

g) "SCC" means the special conditions of contract

h) "Day" means calendar day

3.2 **Application**

These General Conditions shall apply to the extent that they are not superseded by provisions of other part of contract.

3.3 **Standards**

The goods provided under this Contract shall conform to the standards mentioned in the Schedule of requirements

3.4 **Patent Right's**

The tenderer shall indemnify the NSSF against all third-party claims of infringement of patent, trademark, or industrial design tights arising from use of the goods under the contract or any part thereof.

3.5 **Performance Security**

3.5.1 Within twenty eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the NSSF the performance security where applicable in the amount specified in Special Conditions of Contract.

3.5.2 The proceeds of the performance security shall be payable to the NSSF as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.5.3 The performance security shall be denominated in the currency of the Contract or in a freely convertible currency acceptable to the NSSF and shall be in the form of:

a) Cash.

b) A bank guarantee.

c) Letter of credit.

3.5.4 The performance security will be discharged by the NSSF and returned to the candidate not later than thirty (30) days following the date of completion of the tenderer's performance of obligations under the contract, including any warranty obligations under the contract.

3.6 Inspections and Tests

3.6.1 The NSSF or its representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications. The NSSF shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.

3.6.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the NSSF.

3.6.3 Should any inspected or tested goods fail to conform to the Specifications, the NSSF may reject the goods, and the tenderer shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to the NSSF.

3.6.4 Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.7 **Payment**

3.7.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in SCC

3.8 **Prices**

Prices charged by the contractor for goods performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC, vary from the prices by the tenderer in its tender or in the NSSF's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

3.9 **Assignment**

The tenderer shall not assign, in whole or in part, its obligations to perform under this contract, except with the NSSF's prior written consent.

3.10 Termination for Default

The NSSF may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part:

a) If the tenderer fails to provide any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the NSSF.
b) If the tenderer fails to perform any other obligation(s) under the Contract.

c) If the tenderer, in the judgment of the NSSF has engaged incorrupt or fraudulent practices in competing for or in executing the Contract.

In the event the NSSF terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered, and the tenderer shall be liable to the NSSF for any excess costs for such similar goods.

3.11 Termination of insolvency

The NSSF may at the any time terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the NSSF.

3.12 Termination for convenience

3.12.1 The NSSF by written notice sent to the contractor, may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the NSSF convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.

3.12.2 For the remaining part of the contract after termination the NSSF may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

3.13 Resolution of disputes

The NSSF's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract. If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.14 Governing Language

The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.15 Force Majeure

The contractor shall not be liable *for* forfeiture of its performance security, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.16 Applicable Law.

The contract shall be interpreted in accordance with the laws of Kenya unless otherwise specified in the SCC

3.17 Notices

Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by fax or E-mail and confirmed in writing to the other party's address specified in the SCC. A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV – SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

Procuring entity's address

Managing Trustee
National Social Security Fund
P.O. Box 30599 – 00100
NAIROBI.
Telephone: 2832340/2832125
Email: ictproject@nssfkenya.co.ke

BACKGROUND

The Purchaser

The National Social Security Fund (NSSF) was established in 1965 by an act of Parliament under Cap. 258 of the Laws of Kenya essentially to register members, collect contributions from members, prudently invest the contributions and pay specified benefits according to contingencies stipulated in the Act.

Vision - To be a world class centre of excellence in the provision of social security

Mission – To provide quality service to all members through timely registration, collection and prudent investment of contributions, and timely payment of benefits when they fall due

Acronyms

SNO	Term	EXPLANATION
1	AFIS	Automatic fingerprint identification system
2	ANSI	American National Standard Institute
3	EDRMS	Electronic Document Management System
4	Fund	National Social Security Fund
5	ICS	Integrated Core System
6	MT	Managing Trustee
7	NSSF	National Social Security Fund
8	CRM	Customer Relationship Management

Tendering Notes

i. The Tenderer is required to check the number of pages and if any is found to be missing or in duplicate or the figure or writing indistinct, they must inform the NSSF at once and have the same rectified.

ii. Should the Tenderer be in doubt about the prices, meaning of any item, word or figure for any reason whatsoever or observe any apparent omission of words or figures, they must inform the NSSF in order that the correct meaning may be decided upon before the date for submission of the Tender.

iii. No liability whatsoever will be admitted nor is claim allowed in respect of errors in the Tenderer's Tender due to mistakes which should have been rectified in the manner described above.

iv. The Tenderer shall not alter or otherwise qualify the Text of this Tender Document. Any alteration or qualification made without authority will be ignored and the text of the Tender Document as printed will be adhered to.

v. Any requirement stated as mandatory shall be complied in full and failure to do so shall render the tender non responsive.

Terms and conditions of the tender

1. Payments shall be according to percentages of contract value at each stage of the project according to milestones and percentages of project completed as proposed by the bidder and accepted by the NSSF.
2. All prospective tenderers must furnish a tender security equivalent to Kenya Shillings ten (10) million in accordance with the format and wording provided in this bidding document, and shall be in form of a bank guarantee from a reputable bank located in Kenya, **AND** recognized by the Central Bank of Kenya or Insurance Company authorised by Public Procurement Oversight Authority (PPOA) which shall be on demand terms.
3. All tenders must be accompanied by evidence of the necessary professional and technical qualifications and competence.
4. All tenderers must provide proof of experience from their previous customers involving work of similar nature in terms of certificates of completion.
5. All forms of tender must be duly filled. The other forms shall be treated as sample forms.
6. All tenders must be accompanied by manufacturers' warranty.
7. Successful tenderers shall be required to furnish a performance security, in form of a bank guarantee, equivalent to 10% of the tender price to remain valid for the duration of the Contract.
8. The tenders will be evaluated in three levels namely; preliminary, technical and financial. While preliminary compliance is mandatory, technical shall be in points and assigned technical scores to a maximum of 100% and financial shall be assigned financial scores a maximum of 100% and in accordance with the weights and formula given below. **The minimum raw technical scores for a firm to qualify for invitation to witness the opening of their financial submission and evaluation of the same shall be 75%**

The weights given to the Technical Score (T) and Financial Score (P) are:

T= 0.70 (70%)
P= 0.30 (30%) where T+P = 1 (100%)

The formula for determining the technical score (st) and financial score (sf) shall be as follows: -

- Technical score (st)

  st = tenderer's Score (%) X T;
  100
  Where; st is the weighted technical score and T is the allocated weight as above.

- Financial score Sf= Fm/F X P, where Sf is the financial score; Fm is the lowest tender price among the technically qualified tenders and F is the price of the tender under consideration.

The combined technical and financial scores, is calculated as follows: S = St + Sf where S is the combined score. Tenders will be ranked according to their combined technical (St) and financial (Sf) scores using the weights.

Special Technical Conditions

1 The supplier shall provide services for supply, installation, configuration, commissioning and training as well as acceptance testing on a turnkey basis.

2 Performance of on-site installation of the supplied systems at all places of final installation.

3 The supplier will test the System's operations and perform all necessary setup, configuration and customization for successful operation at all installation sites.

4 For the sub systems supplied, the supplier is required to train the designated NSSF's technical staff to enable them to effectively support and manage the System. In addition, the supplier is required to train a selected group of "Trainers" on the operation of the system. The supplier shall provide detailed operations and user's manual of the System supplied.

5 The supplier shall provide on-site technical support and service obligations during the Coverage Period for Acceptance test support at the NSSF's Installation sites.

6 Acceptance Tests

6.1 The NSSF will provide the necessary input to the supplier, who shall conduct formal Acceptance Tests on the installed System to verify their conformance with the Operation Acceptance Tests.

6.2 The NSSF shall issue certification of acceptance only after successful completion of the acceptance tests. The Acceptance testing shall be subject to the following provisions:

6.2.1 Acceptance testing for the System shall occur when the system has met all the Standard(s) of performance defined in the Business Functions and Performance Requirement of the Technical Specifications.

6.2.2 Within two weeks from the end of the initial acceptance test, the NSSF shall either certify acceptance of the system under test, thereby formally commencing its Warranty Period, or provide a written description of the deficiencies that must be rectified before the systems can be accepted.

6.2.3 If the System fails to meet the standard(s) of performance after 60 days from the start of acceptance testing, the NSSF may, at its option, request a replacement or correction of deficiencies.

6.2.4 The duration of acceptance testing shall not exceed ninety (90) days from the date of commencement or the date when the supplier makes all corrections, whichever is later,.

7. Warranty.

7.1. The supplier warrants that the systems supplied under the contract incorporate the latest technologies. The supplier further warrants, for the duration of the warranty period commencing from the date of acceptance of each product, that all systems supplied under this contract shall have no defect arising from design or workmanship.

7.2. The warranty period for all infrastructures, hardware and software shall not be less than 12 months from the date of acceptance certificate for each product/item.

7.3. The NSSF shall promptly notify the supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the supplier shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to the NSSF.

7.4. If the supplier, having been notified, fails to remedy the defect(s) within the specified period, the NSSF may proceed to take such reasonable remedial action as may be necessary, at suppliers risk and expense and without prejudice to any other rights which the NSSF may have against the supplier under the contract.

7.5. During the warranty period, the supplier will provide at no additional cost to the NSSF all product and documentation updates and new software version releases within 30 days of their availability in Kenya, and no later than 12 months after they are released in the country of origin of the product.

7.6. The supplier hereby represents and warrants that the software as delivered does not and will not infringe any intellectual property rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other transfers of intellectual property rights and the warranties set forth in the contract, and for the NSSF exclusively to own or exercise all intellectual property rights as provided in the contract. Without limitation, the Supplier shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used for development of the software.

7.7. Without prejudice to the warranties given for individual products or services, the supplier hereby warrants to the NSSF that:

7.7.1. The systems represent a complete, integrated solution to the NSSF's requirements as set forth in the technical specifications and will provide the functionality and performance set forth therein. The supplier shall accept responsibility for the

successful inter-operation and integration in accordance with the requirements of the technical specifications, of all products provided under the contract;

7.7.2. The systems specifications, capabilities and performance characteristics are as stated in the supplier's tender and product documentation.

7.8. The supplier will offer all possible assistance to the NSSF to seek warranty services or remedial action from subcontracted third party producers or licensers of products included in the systems. The Supplier will make all reasonable and necessary efforts to correct defects in the systems that constitute significant deviations from the technical specifications and/or supplier.

7.9. The supplier warrants that there is no intention of discontinuing production of products to be supplied under the contract within three years following product acceptance signature. In the event that the supplier intends to discontinue production of any product after this period, the supplier shall notify the NSSF 180 days in advance of such discontinuance to permit the NSSF, at it's option, to procure the necessary quantities of the product, or require that the supplier propose the contractual substitution of a newer, compatible and functionally equivalent product.

8 The NSSF shall be solely responsible for the preparation and maintenance of the equipment sites in compliance with the environmental specifications defined by the suppliers. The final location of the equipment at the installation sites is given in the site table. However, should there be any changes to the installation sites; the NSSF shall notify the supplier at least 21 days before the scheduled installation date, to allow the supplier to perform a site inspection to verify the adequacy of site preparation before installation.

9 Suppliers obligations

9.1 The supplier shall develop a final project plan within 7 days from the effective date of the contract

9.2 definition of the project implementation tasks and identification of all major installation, acceptance and service deliverables and milestones;

9.3 a detailed, fully integrated project schedule covering installation, acceptance, training and delivery of other services including a graphical representation of task duration and interdependencies (e.g. a GANTT or Pert Chart);

9.4 organization of supplier and NSSF project implementation and operational support teams, including identification of specific staff resources, timings and their estimated workloads;

9.5 elaboration of a detailed training program outlining course contents and minimum qualifications for participants of each training course;

9.6 elaboration of a detailed acceptance test plan, including identification of the sub-systems to be tested, specific tests and processes to be performed and respective testing schedules;

9.7 procedures for document and specification review and approval, and for change order management;

9.8 Identification and scheduling of the specific resources and facilities that the NSSF is required to provide an identification of any external dependencies.

10 Copyright

10.1 The Intellectual property rights in all non-standard customized software shall vest and be to the exclusive use of the procuring entity.

10.2 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights;

10.3 The NSSF's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement.

11 Software Licence Agreements

Except to the extent that the Intellectual Property Rights in the Software vest in the NSSF, the Supplier hereby grants to the NSSF license to access and use the Software. Such license to access and use the Software shall:

(a) be:

(i) Non-exclusive;

(ii) fully paid up and irrevocable and

(iii) valid throughout the Kenya's territory

(b) Permit the Software to be:

(i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's bid), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;

(ii) used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's bid specifies a class of computer to which the license is restricted and unless the Supplier agrees otherwise in writing, the replacement computer(s) is (are) within that class;

(iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;

(iv) reproduced for safekeeping or backup purposes;

(v) customized, adapted, or combined with other computer software for use by the NSSF, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;

(vi) disclosed to, and reproduced for use by, support service suppliers and their subcontractors, (and the NSSF may sublicense such persons to use and copy for use the Software) to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and disclosed to, and reproduced for use by, the NSSF or by the NSSF's Group and by such other persons (and the NSSF may sublicense such persons to use and copy for use the Software), subject to the same restrictions as are set forth in this Contract, including all inventions, designs, and marks embodied in the Software.

SECTION V – TECHNICAL SPECIFICATIONS AND SCHEDULE OF REQUIREMENTS

General

The ICT system to be supplied shall be fully integrated with other sub-systems.

The scope of works shall include the Supply, Installation, Configuration, Customization and Commissioning of a fully integrated ICT infrastructure including training of at least five (5) for each item supplied except for core systems where training for the same number shall be provided for each module both for users and administrators. Where training to be provided is out of the member of staff normal place of work, the tender should include transportation, allowance and accommodation.

These specifications describe the performance requirements for the business functions. Tenderers are requested to submit with their offers the detailed specifications, drawings, catalogues, specimen samples etc and an item-by-item technical specification for the products they intend to supply.

Tenderers must indicate on the specifications sheets whether the goods/software offered comply with each specified requirement.

All the dimensions and capacities of the goods/software to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any shall be explained in detail in writing with the offer, with supporting data such as calculation sheets etc. The procuring entity reserves the right to reject the goods, if such deviation shall be found critical to the use and operation of the goods.

The bidder will be expected to give a rate for the conversion of each document submitted for conversion in A and B below.

Delivery Schedule

All deliveries are expected within the timescales and milestones agreed on in the project plan but not more than three months from the date of contract. The spread of delivery for all equipments shall be as per the agreed project plan and to the required locations after confirmation.

A. TECHNICAL SPECIFICATIONS FOR THE AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (AFIS) AND FACIAL RECOGNITION SYSTEM

1.1 NSSF intends to computerize the acquiring, storage, retrieval and matching functions of its member's details, based on biometric technology used extensively worldwide. Members are contributors to the NSSF in anticipation of a pension or lump sum upon retirement. The NSSF currently has over 3 million 10-print fingerprints slips. These slips contain both rolled and flat fingerprints. The priorities for the system are to:

- Speed up the process of registration of members
- Suppress risk of alteration and/or destruction of registered records
- Reduce influence of differences in classifications during filing and extraction
- Reduce influence of cases of missing or poorly taken fingerprints
- Avoid frequent manipulation of physical forms, thus preventing their degradation
- Reduce loss of data in case of fire
- Suppress risk of loss of records due to manual movements of forms

- Identify potential instances of double registration
- Improve accuracy: as far as possible, retrieval of the exact registered person
- Free physical space currently taken up by fingerprint slips

1.2 This Members Identification System will be implemented throughout the NSSF offices countrywide and should be based on an Automated Fingerprint Identification System (AFIS), using biometric technology and Facial recognition technology. The system will be expected to be a Client Server based solution.

1.3 The NSSF is looking for an AFIS capable of performing reliable identification with large databases. The system must show high productivity and efficiency, and be able to perform a high number of identification requests. It should also be able to process identification requests in a very short time (ideally – in real time), and support large databases (at least ten million fingerprints sets). The system must support major biometrical standards and be able to match flat (plain) fingerprints with rolled fingerprints, It should also allow for flat-flat, flat-rolled or rolled-rolled matching. The system must be able to match one-to-one (1:1, verification) and should also be able to match one-to-many (1:N, identification).

1.4 The AFIS should be able to integrate with the other systems like EDRMS, be capable of storing some static member information currently residing in the NSSFs' Member Database. Such information includes Member Number, date of birth, postal and physical addresses, date of initial registration etc The Members' Identification Database will be required to be integrated with and update the members' database of the core Management system.

1.5 NSSF also intends to have all clients applications installed on LINUX operating systems and be browser based.

1.6 It will be necessary for all existing and future members to be registered in the new Members' Identification Management system. (Existing members will not be required to physically present themselves for registration, but their records will be created using available data and fingerprint slips) Prior to the commencement of the registration process the Members' Identification Database will be created at the NSSF Head Office in Nairobi and will be the central repository where the Members' data will be stored.

1.7 During registration an operator will create a member's record that will consist of data, fingerprint and facial images for every new NSSF member. Initially, member's fingerprint will be scanned and matched centrally against the Members' Identification System Database. The scanning will be by the 'slap' method where four finger plain impressions will be simultaneous taken. The fingerprints will then be automatically segmented into four images of the individual fingers. If a match is not found, a secure Members' Identification No. will be generated. The member will then be registered. In the future NSSF using the member's image might wish to generate a smart card to be issued to the member.

1.8 After each member is registered, the digital fingerprint record will be stored in the database and any subsequent attempt to enrol at any other NSSF office in the country will be detected, reported and denied.

1.9 When claiming benefits, members will have their fingerprints authenticated. This authentication will be achieved by matching the Members' fingerprint with the stored fingerprints in the central database.

1.10 Registration and verification will eventually be done at all the branch offices. The branch offices will communicate with the Members' Identification Database for matching fingerprints, updating the Members' Identification Database of the core Identification Management systems. The solution should provide for both static and mobile branches.

1.11 Mobile stations will be similar to the stations in the branches except that they will be portable. There may also be a requirement in the future to allow these mobile workstations to communicate directly with the Central Database at the Headquarters. Tenderers may be expected to demonstrate this capability.

Member Registration

1.12 It is envisaged that registration employees throughout the branches will be trained on the job, as a project implementation team, in Nairobi, during this initial Registration implementation phase.

1.13 The trained NSSF registration employees will become the core trained project team that will lead the Registration process in their various branches.

1.14 During the registration process the Members' digital fingerprints and data will be uploaded to the Members' Identification Database for fingerprint matching against the existing registered Members' Identification Database. This process ensures that the new member is not already registered and prevents issue of duplicate membership identification numbers.

1.15 The proposed system should be able to perform the necessary security checks to ensure that only the authorised users can register and/or change registration details.

Implementation

1.16 The project will require installing computer equipment (Stations) with Registration and Verification functionality at the Branch Offices listed in the site table. Unit costs for implementation in each branch will be required as to enable the NSSF to phase the project should some branches not have the necessary infrastructure at the time of implementation. Should the NSSF determine that it has adequate equipment at the headquarters or any branch, it will have the right to partially accept the equipment in consultation with the supplier.

1.17 In order to implement the system in a timely fashion the NSSF Members' Identification System will be initially implemented at the three Nairobi branch offices and then rolled out to the other NSSF regions throughout the country.

Conversion of Existing Fingerprint Slips

1.18 The existing 10-print slips will be converted into the Members' Identification System database. In this regard, the conversion will entail scanning of fingerprint slips, extraction of fingerprint images and codification into the proposed AFIS solution. Tenderers will be expected to carry out the conversion project till completion and resolve any exceptions.

1.19 Tenderers who so wish can obtain a sample of the 10-print slips by sending a representative to the IT Manager who will coordinate the capture of that representative's prints and provide him with the slip.

1.20 The estimated number of fingerprints slips is 5 million. The tenderer will be paid based on the actual number of slips successfully converted.

B. TECHNICAL SPECIFICATIONS FOR THE ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS)

1.1 The Project

The project involves Supply, Installation, Configuration, Customization and Commissioning Electronic Document Management and workflow solution. The project is expected to improve service delivery to the stake holders by enhancing efficiency and cost effectiveness. The ISO compliant solution should conform to the global archiving standards. The plan is to introduce the imaging process to existing paper documents and then later scan, index documents, created/ received by the Fund.

1.2 Objectives

The EDRMS is expected to meet the following objectives:

i) Enhance user productivity by providing faster means of document storage and retrieval.

ii) Ensure prompt disposal of records that have outlived their usefulness through automation of disposal/retention rules.

iii) Provide an electronic approval process for electronic documents and store digital signatures, to enable users add annotations to documents and electronically dispatch the same to the relevant destination

iv) Generate relevant metadata that identify who, when and what actions a user performs when the system is accessed.

v) Seamlessly integrate with existing line of business applications in order to effectively support the required functionality.

vi) Enhance the security of the documents through controlled access and support of industry standard backup and recovery mechanisms

vi) Generate appropriate audit trail metadata in line with business needs

vii) Improve customer satisfaction through timely services.

viii) Digitize all official incoming documents that are recommended for scanning

The system is expected to have the following features

a) EDRMS

1. Support facility to put text, graphic, and image annotations on document pages while restricting amendment to the original document, where a document can be scanned.
2. Store and manage other types of non-document electronic objects such as sound files in the electronic repository
3. Restrict ability to Retrieve, add, modify and delete documents in the repository to authorized users.

4. Support electronic approval process, encryption and digital signature.
5. Support full customization by use of integrated application generator, with full capabilities of running wizards and graphical work flow design tools.
6. Support workstations running on LINUX.
7. Shall have auditing capabilities, which monitor user activities, posses supervisory as well as management reporting capabilities.
8. Integrate with industry standard report generators to print and format reports.
9. Ability to display a variety of image formats using industry standard image viewer and support compression format standards such as JPEG, bmp, GIF, TIFF or equivalent.
10. Supports rule-based workflow in addition to ad-hoc workflow capabilities.
11. Shall have easy to operate and define capabilities for uploading files and metadata from external sources.
12. Support handling of up to 20 Tera bytes of data with search time less than 2 seconds.
13. Supports Integration with Mail server for direct Uploading of Emails for corresponding users.
14. The system shall support Disaster recovery by using standard replicating software and storage facilities.
15. Automatically relocate records from on-line storage to archival storage in accordance with the retention rules
16. Seamlessly integrate with line of business applications (LOB) in order to support the required functionality e.g. verification, reconciliation.
17. Provide accessibility from portals, using restriction schemes as needed.
18. Shall have the capability to use barcode detection with capabilities to separate documents, insert data to the database, barcode page drop, etc.
19. Supports delete, rescan and insert pages.
20. Convert electronic documents to an approved format, including TIFF and PDF/A, before filing in the repository.
21. Support quick scanning and indexing of bulk documents. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution.
22. The system shall provide ease and flexibility of arranging documents in a folder by Sorting and viewing the documents in the folder on number of relevant parameters of the document such as Name, Date, Type, Size, Pages and Useful Information, etc.
23. The Document management system shall support categorization of documents in folders-subfolders., and support virtual file dividers, and quick drill down to specified group of files in the folder.
24. The system shall provide facility to create special comments on a specific document, or the whole folder, that will alert the users to some specific situation, concerning the document/folder.
25. Capability to store documents that are currently stored on micro film.
26. Shall allow a record to be assigned to more than one file category when appropriate.
27.

b) Workflow features

1. Support forward and hold function.
2. Support automatic load balancing.
3. Define ad hoc workflow processes building blocks, to be used spontaneously according to pre determined restrictions.
4. Functionality of time support and escalation.
5. Provide possibility to prioritize documents based on(urgent, normal, low priority) by authorized staff.

6. The Process designer shall support multiple Introduction stages for introducing different document types from different acquisition sources.
7. Provides the possibility to automate the document routing process and facility of making notes/comments and taking actions on the documents.
8. Provide flexibility for authorized users to route documents on an ad hoc, exception basis outside of normal automated routing.

Conversion of Existing Documents

1.1 The existing documents will be converted into the EDRMS.

1.2 The tenderer will be paid based on the actual number of documents converted as determined by the Fund.

C. TECHNICAL SPECIFICATIONS FOR THE SERVERS AND ACCESSORIES

SINGLE SERVER SPECIFICATIONS (Quantity 3) – includes one for Disaster Recovery site	
Cores per processor	Minimum 8
Current Core Requirements	32
Maximum Cores	256 or more
Frequency	4.0 GHz or more
SMP buses	8 byte
Current Memory Requirements	512 GB
Maximum System memory	8 TB or more
Memory Bandwidth (peak)	4300 GB/s or more
Memory controllers	2 per processor or more
I/O Bandwidth (peak)	600 GB/s or more
I/O loops	32 or more
Disk Current Requirement	12
Total disk drives	3000 or more
RPE2 Current Requirements (Ideas International)	74,230
RPE2 Max (Ideas International)	480,000 or more
Maximum Partitions	1,000
Reliability and Availability	Enhanced Memory Dynamic Processor and memory sparing & redundant clocks Active Memory Mirroring
Warranty	1 Year at least 24 x 7

ENTERPRISE DISK SYSTEM (Quantity 3) – includes one for Disaster Recovery site	
Processor memory for cache and NVS (min/max)	32 GB/384 GB
Rquested Current Processor memory for cache and NVS	128 GB
Host adapter interfaces	4- and 8-port 8 Gbps Fibre Channel
Host Adapters Current Requiremnts	6
Host adapters (min/max)	2/16
Host ports (min/max)	Fibre Channel
Drive interface	6 Gb/s serial-attached SCSI (SAS-2)
Number of disk drives (min/max)	16/1056
Device adapters	Up to 16 4-port,
	8 Gb/s FC-AL
Requested Current Physical Capacity	120 TB
Maximum physical storage capacity	634 TB
Disk sizes	300 GB solid-state drives
	146 GB (15,000 rpm)
	450 GB (10,000 rpm)
	600 GB (10,000 rpm)
RAID levels Required	10
Pointing Time Copy Requiered	Yes
Syncronous Mirror Required	Yes
RAID levels	5, 6, 10
Power supply	Single-phase
	240 V, 50/60Hz
Caloric value BTU/hr min/max	26000
	21000
Electrical power kva min/max	7.6
	6.2
Warranty	3 years

SAN SWITCH SPECIFICATIONS (Quantity 3) – includes one for Disaster Recovery site	
Maximum Ports	80
Ports Required	40 Short Wave
Ports Required	4 Long Wave
Optical Transceivers	8 Gbps short wave (supports 8, 4 and 2 Gbps link speeds) and 4 Gbps short wave and long wave (supports 4, 2 and 1 Gbps link speeds) SFP transceivers; SFPs must be ordered for all active ports
Fans and power supplies	Dual power supply/fan modules
Hot-swappable components	SFP optical transceivers, power/fan modules
Servers supported*	● IBM Power Systems,
	● Intel® processor-based servers
	● Sun and HP servers
Operating systems supported	Microsoft® Windows NT®, Windows® 2000, Windows 2003
	Red Hat Linux®, Red Hat Linux Advanced Server
	SUSE Linux, SUSE Linux Enterprise Server (SLES)
	Other selected operating systems

TAPE LIBRARY SPECIFICATIONS (Quantity 3) – includes one for Disaster Recovery site	
Configuration	Base library and 4 expansion units
LTO storage slots (max)	400 or more
LTO Input/Output slots (max)	54 or more
Tape Drives Required	8
Maximum tape drives	18 or more
Total Physical Capacity	1.2 PB or more (2:1 compression)
Maximum logical libraries	18

DATA DISTRIBUTION EQUIPMENT

The brand name used is only for guidance, the tenderer is free to offer an equivalent

No	Product	Description	Quantity
		CORE SWITCH I	
1	VS-C6509E-S720-10G	Catalyst Chassis+Fan Tray+Sup720-10G; IP Base ONLY incl. VSS	1
2	SV33IBK9N-12233SXI	Cisco CAT6000-VSS720 IOS IP BASE SSH LAN ONLY (MODULAR)	1
3	CF-ADAPTER-SP	SP adapter for SUP720 and SUP720-10G	1
4	X2-10GB-SR	10GBASE-SR X2 Module	2
5	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)	1
6	MEM-XCEF720-512M	Cat 6500 512MB DDR, xCEF720 (67xx interface, DFC3A/DFC3B)	1
7	GLC-SX-MM	GE SFP, LC connector SX transceiver	24
8	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)	1
9	MEM-XCEF720-512M	Cat 6500 512MB DDR, xCEF720 (67xx interface, DFC3A/DFC3B)	1
10	GLC-SX-MM	GE SFP, LC connector SX transceiver	24
11	WS-X6704-10GE	Cat6500 4-port 10 Gigabit Ethernet Module (req. XENPAKs)	1
12	XENPAK-10GB-LRM	10G Base LRM Xenpak	1
13	WS-X6748-GE-TX	Cat6500 48-port 10/100/1000 GE Mod: fabric enabled, RJ-45	1

No	Product	Description	Quantity
		CORE SWITCH I (continued)	
14	WS-X6748-GE-TX	Cat6500 48-port 10/100/1000 GE Mod: fabric enabled, RJ-45	1
15	WS-SVC-FWM-1-K9	Firewall blade for 6500 and 7600, VFW License Separate	1
16	SC-SVC-FWM-4.0-K9	Firewall Module Software 4.0 for 6500 and 7600, 2 free VFW	1
17	WS-SVC-IDS2-BUN-K9	600M IDSM-2 Mod for Cat	1
18	WS-CAC-4000W-INT	4000W AC PowerSupply, International (cable included)	2
19	CONNECTOR-KIT	Connector Kit	1
20	VS-S720-10G-3C	Cat 6500 Supervisor 720 with 2 ports 10GbE and MSFC3 PFC3C	1
21	VS-F6K-MSFC3	Catalyst 6500 Multilayer Switch Feature Card (MSFC) III	1
22	VS-F6K-PFC3C	Catalyst 6500 Sup 720-10G Policy Feature Card 3C	1
23	VS-S720-10G	Catalyst 6500 Supervisor 720 with 2 10GbE ports	1
24	MEM-C6K-CPTFL1GB	Catalyst 6500 Compact Flash Memory 1GB	1
25	BF-S720-64MB-RP	Bootflash for SUP720-64MB-RP	1
26	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
27	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
28	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)	1
29	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
30	WS-F6K-XENBLNKCVR	Catalyst 6500 Xenpak Blank Covers for WS-X6704-10GE	3
31	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)	1
32	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
33	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)	1
34	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
35	SF-FWM-ASDM-6.1F	Device Manager for FWSM 4.0 for Catalyst 6500 and 7600	1
36	SC-SVC-IPSV6.0-K9	IPSv6.0 SW for the IDSM-2	1
37	WS-C6509-E-FAN	Catalyst 6509-E Chassis Fan Tray	1
38	CON-SNT-V6509E72	SMARTNET 8X5XNBD VS-C6509E-S720-10G	1
39	CON-SNT-WS-FWM1K9	8x5xNBD Svc, Firewall blade for Catalyst 6500	1
40	CON-SU1-WIDSBNK9	8x5xNBD Svc, IPS Support for Catalyst 6500	1

No	Product	Description	Quantity
		CORE SWITCH 2	
1	VS-C6509E-S720-10G	Catalyst Chassis+Fan Tray+Sup720-10G; IP Base ONLY incl. VSS	1
2	SV33IBK9N-12233SXI	Cisco CAT6000-VSS720 IOS IP BASE SSH LAN ONLY (MODULAR)	1
3	CF-ADAPTER-SP	SP adapter for SUP720 and SUP720-10G	1
4	X2-10GB-SR	10GBASE-SR X2 Module	2
5	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)	1
6	MEM-XCEF720-512M	Cat 6500 512MB DDR, xCEF720 (67xx interface, DFC3A/DFC3B)	1
7	GLC-SX-MM	GE SFP, LC connector SX transceiver	24
8	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled (Req. SFPs)	1
9	MEM-XCEF720-512M	Cat 6500 512MB DDR, xCEF720 (67xx interface, DFC3A/DFC3B)	1
10	GLC-SX-MM	GE SFP, LC connector SX transceiver	24
11	WS-X6704-10GE	Cat6500 4-port 10 Gigabit Ethernet Module (req. XENPAKs)	1
12	XENPAK-10GB-LRM	10G Base LRM Xenpak	1
13	WS-X6748-GE-TX	Cat6500 48-port 10/100/1000 GE Mod: fabric enabled, RJ-45	1
14	WS-X6748-GE-TX	Cat6500 48-port 10/100/1000 GE Mod: fabric enabled, RJ-45	1
15	WS-SVC-FWM-1-K9	Firewall blade for 6500 and 7600, VFW License Separate	1
16	SC-SVC-FWM-4.0-K9	Firewall Module Software 4.0 for 6500 and 7600, 2 free VFW	1
17	WS-SVC-IDS2-BUN-K9	600M IDSM-2 Mod for Cat	1
18	WS-CAC-4000W-INT	4000W AC PowerSupply, International (cable included)	2

No	Product	Description	Quantity
		CORE SWITCH 2 (continued)	
19	CONNECTOR-KIT	Connector Kit	1
20	VS-S720-10G-3C	Cat 6500 Supervisor 720 with 2 ports 10GbE and MSFC3 PFC3C	1
21	VS-F6K-MSFC3	Catalyst 6500 Multilayer Switch Feature Card (MSFC) III	1
22	VS-F6K-PFC3C	Catalyst 6500 Sup 720-10G Policy Feature Card 3C	1
23	VS-S720-10G	Catalyst 6500 Supervisor 720 with 2 10GbE ports	1
24	MEM-C6K-CPTFL1GB	Catalyst 6500 Compact Flash Memory 1GB	1
25	BF-S720-64MB-RP	Bootflash for SUP720-64MB-RP	1
26	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
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29	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
30	WS-F6K-XENBLNKCVR	Catalyst 6500 Xenpak Blank Covers for WS-X6704-10GE	3
31	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)	1
32	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
33	MEM-XCEF720-256M	Catalyst 6500 256MB DDR, xCEF720 (67xx interface, DFC3A)	1
34	WS-F6700-CFC	Catalyst 6500 Central Fwd Card for WS-X67xx modules	1
35	SF-FWM-ASDM-6.1F	Device Manager for FWSM 4.0 for Catalyst 6500 and 7600	1
36	SC-SVC-IPSV6.0-K9	IPSv6.0 SW for the IDSM-2	1
37	WS-C6509-E-FAN	Catalyst 6509-E Chassis Fan Tray	1
38	CON-SNT-V6509E72	SMARTNET 8X5XNBD VS-C6509E-S720-10G	1
39	CON-SNT-WS-FWM1K9	8x5xNBD Svc, Firewall blade for Catalyst 6500	1
40	CON-SU1-WIDSBNK9	8x5xNBD Svc, IPS Support for Catalyst 6500	1
	Optional Support Onsite		
1	CON-OSP-V6509E72	ONSITE 24X7X4 VS-C6509E-S720-10G	1
2	CON-OSP-WS-FWM1K9	24x7x4 Onsite Svc, Firewall blade for 6500 and 7600, VFW Lic	1
3	CON-SUO3-WIDSBNK9	24x7x4 Onsite Svc, IPS Support for Catalyst 6500	1

SUMMARY

The tenderer shall include and install an appropriate relational data base management system (RDBMS) to support the core systems. This should the initial cost and recurrent cost if any over a period of the next five years

The Servers, Storage, SAN switches and Tape libraries all come in twos. Cabinet racks to be used are implied and must meet relevant standards for 19" cabinets.
All necessary accessories, cables, manuals and any materials necessary for the complete installation of equipment must be included

D. TECHNICAL SPECIFICATIONS FOR THE DATA CENTRE

Installation of a scaleable modular data centre (SMDC) facility at the National Social Security Fund as the Primary site, which shall meet Tier three (level 3) data centre requirements.

Site Survey

The tendering entity shall conduct site survey to determine:

1. Adequacy of location

2. Confirm schematic floor plans of designated area
3. Develop Data centre design to meet clients requirements
4. Access to the building (doors and lifts capacity in view of the equipment you will purchase). Service entrances, fibre path from the site to existing network, path for deliveries to the facility.
5. Building & Planning: location of: rooms, doors, corridors, column grid/sizes, expansion, equipment room, mechanical. shafts and space, stairs, ramps, elevators, roof plan for AC units, dependencies on other floors, mechanical & electrical equipment layout (CRAC, PDU, power panels, diesel), rack arrangement,
6. Rough structural loads, general seismic analysis based on publicly available information, floor loading, roof loading, overall structural frame.
7. Formation, floor loading, roof loading, overall structural frame.
8. Location & size of: electrical, equipment, cabinets, Generators etc based on current capacity and growth.
9. List of specialty areas – any special considerations for power eg in UPS room or special racks.
10. Utility interface – description of power interfaces to be used, ie which standards for plugs
11. Load calculations for normal, emergency generators and UPS based on current capacity and growth.
12. Diesel tanks capacity for emergency generators.
13. Drawings: single line diagram of main distribution, space allocation for generators, UPS (incl. batteries), distributors and busbars.
14. power monitoring tools for remote management
15. Location and size of telecommunication utilities – are you including telco racks in the dc?
16. Locate and show dual fibre entrance facilities on drawings to help in DC design.
17. Redundancy – n+1

Design

1. To contain separate areas for people, IT, Fire suppression equipment and UPS/PDU
2. N+1 cooling distribution meeting energy efficient standards
3. Data cubes as high density solutions
4. CCTV surveillance and access control
5. In-row cooling with hot aisle containment system
6. Very early smoke and heat detection units and alarm system
7. Easily deployable in existing environment

8. Maximum flexibility approach
9. Environmental monitoring
10. Provisioning for Scalability to accommodate future growth currently at 14 Racks (19") scaleable to 24
11. Costing:
    a. Unit first cost
    b. Installation cost
    c. Maintenance cost
    d. 5 year energy consumption
12. Turn key delivery of data centre solution.(Power, cooling, mechanical, security, Fire suppression etc)
13. Burglar alarm system
14. Fire extinguishing system
15. integration to building management system

E. TECHNICAL SPECIFICATIONS FOR THE DISASTER RECOVERY CENTRE

The site has already been identified and the specifications for the equipment to be installed are include in item (C) above covering servers and accessories.

F. TECHNICAL SPECIFICATIONS FOR THE PERSONAL COMPUTERS

QUANTITY REQUIRED – Five hundred and ninety five (595)

General Information	
Product Type:	Desktop Computer
Processor & Chipset	
Processor:	Intel
Processor Type:	Core i5
Cores/Threads	4C/4T
Processor Speed:	>= 2.80 GHz
Cache:	> 8MB
Bus Speed:	>1300 MHz
Memory	
Standard Memory:	4 GB
Memory Technology:	DDR3 SDRAM
Memory Slots:	2
Storage	
Total Hard Drive Capacity:	500 GB
Hard Drive Interface:	Serial ATA
Hard Drive RPM:	7200
Optical Drive Type:	DVD-Writer
Optical Media Support:	DVD±RW
Graphics	
Graphics Controller Manufacturer:	Intel

Graphics Controller Model:	Graphics Media Accelerator 4500
Network & Communication	Gigabit Ethernet
Interfaces/Ports	
Network (RJ-45):	Yes
USB	>= 10 USB Ports
Physical Characteristics	
Colour	Black
Case Style	USFF
Dimensions	<=10.8" x 9.4" x 3.2" (WDH)
Display	17 Inch TFT/LCD Screen with base support
Keyboard	Qwerty with USB interface
Mouse	Optical with USB interface
Operating Software	Latest Ver. of Linux Enterprise Edition
Miscellaneous	Green Compliance
Green Compliance Certificate/Authority	GREENGUARD
Power Connection	220-240 V / 50/60 HZ
Security	USB Individual Disable/Enable Security Cable Lock Slot eSATA port disable/ Enable TPM 1.2 Chip
Management	Rescue and Recovery Product Recovery Password Manager Power Manager
Warranty	3 Years on site warranty

G. TECHNICAL SPECIFICATIONS FOR THE PRINTERS

i) SPECIFICATIONS FOR HEAVY DUTY LASER NETWORK PRINTER

QUANTITY REQUIRED – Fifty Four (54)

Print technology	Monochrome Laser
Product Name	Network LaserJet Printer
Print Quality, Black	600x600 dpi with Fast Resolution and Resolution Enhancement Technology
Multitasking capability	Yes
Printing System	
Print Speed, black(best quality mode)	Up to 50ppm
Monthly Page Volume	15000 to 50000
Duty Cycle	300,000 Pages
Processor Speed	>530 MHz
First Page out	< 8.5 seconds
Paper Handling	
Paper Trays (number)	3
Input Capacity, standard	100 sheets multipurpose tray, 500 sheets input
Output Capacity, standard	100 sheets rear output bin, 600 sheets top output bin
Duplex Printing	Automatic (Standard)
Media Types	Paper(Bond, Colour, Letterhead, Plain, Pre-printed, Pre-punched, recycled, rough, Light),

	Envelopes, Labels, Cardstocks, Transparencies
Memory/ Print Language	
Memory, standard	>=128 MB RAM expandable to 640 MB
Memory Slots	One 144-pin 32-bit DDR2 DIMM slot
Print Languages	PCL 6, PCL 5e, direct PDF, XHTML, PJL (Printer job), Postscript level 3 emulation,PML (Printer Management Language)
Typefaces	> 80 Font Set
Connectivity	
Connectivity, standard	Gigabit Ethernet Embedded Print Server, Hi-speed USB 2.0
Network	Ethernet (RJ45)
Compatible Operating Systems	Windows XP, Win 7, Server 2003 or Later, Linux
Voltage	220-240 V / 50/60 HZ
Warranty	Up to 3 years on-site warranty

ii) <u>SPECIFICATIONS FOR MEDIUM DUTY LASERJET NETWORK PRINTERS</u>

QUANTITY REQUIRED – Ten (10)

Print technology	Monochrome Laser
Product Name	Network LaserJet Printer
Print Quality, Black	1200x1200 dpi with Fast Resolution and Resolution Enhancement Technology
Multitasking capability	Yes
Printing System	
Print Speed, black(best quality mode)	Up to 43 ppm
Monthly Page Volume	3000 to 12000
Duty Cycle	175000 Pages
Processor Speed	>540 MHz
First Page out	< 8.5 seconds
Paper Handling	
Paper Trays (number)	2
Input Capacity, standard	100 sheets multipurpose tray, 500 sheets input
Output Capacity, standard	100 sheets rear output bin, 500 sheets top output bin
Duplex Printing	Automatic (Standard)
Media Types	Paper(Bond, Colour, Letterhead, Plain, Pre-printed, Pre-punched, recycled, rough, Light), Envelopes, Labels, Cardstocks, Transparencies
Memory/ Print Language	
Memory, standard	>=128 MB RAM expandable to 640 MB
Memory Slots	One 144-pin 32-bit DDR2 DIMM slot
Print Languages	PCL 6, PCL 5e, direct PDF, XHTML, PJL (Printer job), Postscript level 3 emulation
Typefaces	> 80 Font Set

Connectivity	
Connectivity, standard	Gigabit Ethernet Embedded Print Server, Hi-speed USB 2.0
Network	Ethernet (RJ45)
Compatible Operating Systems	Windows 7, Server 2003 or Later, Linux, Unix
Voltage	220-240 V / 50/60 HZ
Warranty	Up to 3 years on-site warranty

iii) SPECIFICATIONS FOR LINE PRINTERS

QUANTITY REQUIRED – Sixty Four (64)

Printing Method	Serial impact dot matrix
Product Name	
Number of Pins	24
Number of Columns	136
Print Speed	
High Speed Draft 10CPI	480 cps
High Speed Draft 12CPI	576 cps
Draft 10CPI	360 cps
Draft 12CPI	432 cps
LQ 10CPI	120 cps
LQ 12CPI	144 cps
Connectivity	
Interfaces Standard	Bi-directional Parallel (IEEE-1284 nibble mode supported) & USB 2.0 (Full speed)
Paper Handling	
Manual Insertion	Front or rear in, top out
Push Tractor	Front or rear in, top out
Pull Tractor	Front or rear or bottom in, top out
Copies	1 original + 5 copies
Voltage	220-240 V / 50/60 HZ
Print Direction	Bi-directional with logic seeking
Operating System	Windows 2000/XP/Vista/7/Linux
Utility	Status Monitor (Windows 2000/XP/Vista/7)
Noise Level / Acoustic Noise Level	< 55dB
Print Head Life	> = 400 million strokes/wire
Ribbon colour	Black fabric ribbon
Ribbon Life	> = 15 million characters
Input Data Buffer	128 Kbytes
Warranty	Up to 3 years on site warranty

H. TECHNICAL SPECIFICATIONS FOR THE CORE SYSTEM (SOCIAL SECURITY, FINANCIAL, HUMAN RESOURCES AND PROCUREMENT)

1.0. General Software Specifications

1.1 Easy to use

The developed application should be easy to use and simple in design and look. It should be friendly and pleasing to the eye.

1.2 Menu driven

The application should as much as possible be menu driven, with drop down selection tables in order to avoid the entry of unverified data.

1.3 Web-based Interface

The application should be web-based and browser driven.

1.4 Open, industry standards systems

The application should open and be developed using accepted industry standards.

1.5 Integrated with Financial System

The bidder will be expected to integrate his application seamlessly with a general ledger system provided by himself. All payments made from the application, or accepted by the application should be processed into the financial system seamlessly.

1.6 Integrate with ERDMS

The bidder will be expected to interrogate the ERDMS directly and pulling up documents relevant to the query. A user should be able to have access to ERDMS documents from within the application without having to log out of the Core System.

1.7 Integrate with AFIS

The bidder will be expected to interrogate the AFIS directly and pulling up documents relevant to the query. A user should be able to have access to AFIS from within the application without having to log out of the Core System.

1.8 Audit Trail

An audit trail for tracking all additions, changes and deletions in terms of who, when and from where done should be available. This trail should be accessible in form of screen enquiries and reports to and deleted by authorized personnel.

1.9 Security.

1.9.1 The application should give access by module. Such access should be limited by ability to Read, Write, Delete at the field level.

1.9.2 There should also be Single Sign-On capability where once a user logs in, he should have access to all modules and applications (including but not limited to the AFIS, EDMS) without having to log in again.

1.9.3 For records marked for deletion, physical deletion must not take place, but a mark indicating a record as deleted should be used.

1.9.4 The application should interface with the Human Resources System to authenticate the status of any user being created.

1.9.5 A user should be able to change his/her password at any time. Any such change shall be recorded in the audit trail.

1.9.6 The Administrator should be able to disable permissions for any user for an indefinite or specified period of time.

1.9.7 The application should have an automatic screen freeze enabled by the logged in user's password when terminal is not used for an administrator defined period.

1.10 Reports Ad Hoc and Regular

Regular Reports should be available on the menu. The application should integrate with industry standard report generators enable to generation of ad hoc reports on demand. All reports should be sent to print, file or e-mail addresses.

1.11 **Regular reports** should have a predefined frequency (e.g. daily, weekly, monthly, quarterly, yearly). Reports should also be capable of being printed by and re-started and from any selected page, department, region, branch or a combination of these parameters.

1.12 Business Continuity

The bidder will be expected to propose a business continuity plan to take care of unexpected events that might impact on service delivery.

1.13 Backups

The application will be expected to have elaborated online and offline backup procedures, and ability to take full and incremental backups. Backup media should be DLT tapes, CD-RW and hard disk.

1.14 Archiving of dormant data

The application will be expected to have the ability to archive data designated as dormant to different data files. These files will still be accessible to the user. Data dormancy will

be defined as but not limited to members actuarially defined as deceased, paid up members and those who have left the scheme for any reason.

1.15 Centralised database

The application will have a centralized database to be accessed by all users, either at the headquarters or at the branches through the network. Where the network is not operational for any reason, the branches should be able to carry out essential tasks like cash receipting and statements production. The branch and headquarters should then be synchronized when the network is restored.

1.16 Branch Operations

In the decentralized environment under which NSSF currently operates, all processes should be able to be analyzed by branch, with consolidation for corporate-wide reports.

1.17 Project plan

The bidder should provide a detailed project plan with achievable timelines and responsibilities.

1.18 Warranty

A warranty period of at least 1 year after commencement of live operations should be given by the bidder. Live operations will be determined as the date when the integrated core system is deployed in the headquarters and at least one branch.

1.19 Documentation

The bidder should provide online and/or hard copies of documentation. The online documentation should be accessible for each screen and default to the specific screen the user is at.

1.20 Training

The bidder should provide tentative training courses and durations for the Core System for the following minimum numbers – 3 Administrators, 5 technical support staff and 200 users.

2.0. Application Software Specifications

The software should as a minimum support the following modules that will seamlessly integrate with each other:

2.1 Registration Management

2.1.1 Scan introduction documents presented into ERDMS. A prospective member (either employer or member) will present introductory documents and identification documents. These are to be scanned during the registration process and saved appropriately. The documents should be accessible when an enquiry is performed for the member. The application should have a link that points to the EDMS system and accepts a return confirmation that scanning has been successfully completed.

2.1.2 Capture fingerprints into AFIS. The fingerprints for a prospective member must be scanned at the registration stage and identified against the AFIS database. The program should be able to send the details to the AFIS database and receive reports from the database. The documents should be accessible when an enquiry is performed for the member. The application should have a link that points to the EDMS system and accepts a return confirmation that scanning has been successfully completed and that the scans verified as those of a member not previously registered.

2.1.3 Get details from IPRS database. The application should have a portal into the proposed IPRS and get the relevant civil status data for a member. The program should be able to send a members' identity card number to the IPRS database, and receive from it details of the member. These details should populate the relevant member fields, and be available for amendment if need be. The documents should be accessible when an enquiry is performed for the member. The application should have a link that points to the IPRS database and accepts a return of data fields to be agreed upon by IPRS. These fields are proposed to be names, date of birth and domicile data. If the IPRS link is not active, details from the national identity card will be used to update member details.

2.1.4 Once saved, member details should only be available for amendment by duly authorized personnel.

2.1.5 Print membership card. On successful registration of a new member, the program should print a membership card in the format prescribed.

2.1.6 Print duplicate membership cards for members who lose their card.

2.1.7 The application should have a facility to enable the production of smart cards for members nearing retirement age to facilitate the regular payment of pensions. Such smart card should be able to keep biometric data, member details and pension payment information. The smart cards should be capable of holding data for at least 10 years.

2.1.8 Have a facility that allows for the registration of both members and employers in their premises. This will involve the supply of suitable and rugged mobile equipment to facilitate the requirements of this module.

2.2 Contributions Management

2.2.1 All employers are attached to a zone, and by extension to an enforcement officer. The application should be able to attach an employer to a zone, and consequently manage reporting and any activity by zone.

2.2.2 The application should trigger or target inspections based on predefined parameters and information already held in the system. On return from an inspection, the inspector should be able to capture directly onto the application the results of the inspection to enable downstream analysis and reporting as opposed to filing a hard copy report

2.2.3 The requirements for contribution should ensure that there are no suspense accounts. A one-stop and ONCE only capture of contributions and online real-time update of employer and member accounts should be supported. All the different types of contributions (mandatory/voluntary, penalty, normal) should be catered for.

2.2.4 Cash receipting must not proceed without returns. However this feature should be optional and user defined at system set-up or at any other time by an authorised officer. However, if the receipting is allowed without contributions, this should be indicated.

2.2.5 Cash receipting. The application should accept payments from members and issue receipts. Payments can be employers or individual members. Employers ordinarily pay for many employees. Together with the payments, the application must receive contribution data comprising valid member numbers and the amount contributed for each member. The contribution data should update the member's and employers accounts immediately payment is made.

2.2.6 In order to facilitate convenient payments by members, the application should be able to accept payments from agents acting on behalf of NSSF. The conditions for cash receipting are the same, and the application should be able to accept soft copy returns of such contributions, together with accompanying payments. Such agents will include money through mobile platforms.

2.2.7 NSSF anticipates that it will also be accepting contribution returns through emails. These will be automatically extracted from the designated e-mail address and stored awaiting corresponding payment.

2.2.8 NSSF will also have a portal on its website to validate and accept contribution returns. The application should be able to extract member returns from the website and stored awaiting corresponding payment.

2.2.9 Each contribution should be credited in a member's account. The credit should also include the details of the origin of the payment or employer.

2.2.10 Penalty computation and collection. NSSF imposes a penalty on employers who make late payments. The application should be able to track late payments and assess the penalties due. Penalties are at present 5% of the amount due, charged each month the payment is late. The application should allow for the reversal of penalties in the event that they are waived, with appropriate authority levels.

2.2.11 The application should identify those employers to whom penalties have been levied and have not paid up. Such defaulters could be prosecuted and the system should have a facility to monitor any court processes.

2.2.12 The application should identify employers whose cheques have been dishonoured. There should be automatic reversal of entries for bounced cheques through interface with Financials System.

2.2.13 Each employer has an enforcement officer attached to him. The application should be able to monitor the efficiency of each enforcement officer by updating the appropriate statistical information.

2.2.14 The application should allow for the updating of member accounts by authorized users by funds paid by the member's employer that are available for the period being updated.

2.2.15 Reports should be available including the Daily cash control summary reports and amounts collected during the course of the day/week/month/quarter/year analysed by branch and Fund.

2.2.16 The application should identify Members whose statements have missing contributions for some periods. Such reports could be used for further investigation and subsequent update of member accounts.

2.3 Interest and Dividend Management

2.3.1 NSSF declares an interest rate for each year. This rate is used to compute interest earned in the year and the amount credited to the member's account.

2.4 Customer Management

2.4.1 Each member and employer is entitled to a statement of their account on demand. The application should be able to produce this at any branch office at any time.

2.4.2 The application should be capable of sending statements by email to members with registered email addresses. Such statements can be sent on request or periodically

2.4.3 Employer queries that should be enabled include the scrutiny of contributions collected, both in the raw form (the file submitted) and updated form (in the database).

2.4.4 The application should be able to log any queries/complaints made and track their resolution. Such queries and replies should be scanned into the EDBMS.

2.5 Funeral Benefits Management

2.5.1 NSSF from time to time gives its members certain benefits. These include funeral grants. A funeral grant is paid on the passing on of an active member. The application should be capable of accepting new types of benefits (Name of benefit, amount, conditions etc) and determine which members are eligible at any time. Eligible members should be able to make their claim subject to positive identification. No benefit should be paid more than once unless that has been stipulated in the rules for the condition.

2.5.2 The processing of a benefit should pass it to the Financial System for approval and subsequent payment.

2.5.3 During collection of the benefit, the application should be able to scan collector's

fingerprints into (AFIS) and identification documents(ERDMS)

2.5.4 All payments must be processed by users with the appropriate rights depending on the amounts involved.

2.6 Provident payments

2.6.1 On Age, Withdrawal, Invalidity, Survivor and Emigration, provident benefits are payable. Each type of benefit has its own rules that should be kept in a table and adhered to when benefits are being processed. The application should be able to compute the total benefit payable.

2.6.2 For planning purposes, a report of claims which are likely to be lodged in the near future (e.g. year, two) years with reminders/notice to member to provide information for updating the statement of account or amendments to member details such as current address.

2.6.3 On application for a benefit, except Survivor, the application must be able to positively verify the claimant using AFIS. For Survivor claims, the benefits officer should be able to enter the details of all beneficiaries, together with the agreed ratios.

2.6.4 On application for a benefit, all documents should be scanned and stored in the EDMS.

2.6.5 During collection of the benefit, the application should be able to scan collector's fingerprints into (AFIS) and identification documents (EDMS).

2.6.6 The application should be capable of analyzing benefits by types of benefits.

2.6.7 The application should issue a notification letter when the payment is ready.

2.6.8 Where a benefit is partly paid, the application should allow for the acceptance of a claim for the unpaid balance.

2.6.9 For cases where a full payment has been made, the application should close that member's account and transfer it together with associated member details/documents to a closed member account database to be stored offline before being archived automatically.

2.6.10 Reports should be available showing claims at each stage of the process. The amount of time a claim has taken at each point should also be shown.

2.6.11 All payments must be processed by users with the appropriate rights depending on the amounts involved.

2.7 Pensions Management

2.7.1 NSSF plans to introduce a comprehensive social insurance modelled pension scheme. Upon a member claiming pension the application should be able to determine monthly payments due based on the member's contributions and interest accrued.

2.7.2 The application should have a link to the AFIS system and issue a smartcard to the claimant that will be used for the purposes of pension payments. The card will have the member's fingerprints to be used for verification during payments.

2.7.3 The application should be able to link with any third party systems like banks and mobile phone companies to facilitate the efficient payment of pensions.

2.7.4 The application should be able to facilitate verification of the existence of each

pensioner at agreed intervals (say 6 months). Where a pensioner is not verified, payments should stop until such verification is made.

2.7.5 The payment of monthly pensions should pass the transactions to General Ledger System.

2.7.6 All payments must be processed by users with the appropriate rights depending on the amounts involved.

2.8 Cash Receipting

2.8.1 The application should be able to perform cash receipting for all the Funds applications, and send details to the relevant applications. These include rent payments, TPS payments, miscellaneous payments etc. Such payments will come in cash, bank transfer, credit cards, mobile money transfer etc.

2.9 User licenses

2.9.1 Core Management Software. The applications should be licensed for 200 Concurrent Users. The total number of users in the database should be all staff members.

2.10 Conversion of Existing Database

2.10.1 The tenderer shall provide for the conversion of the existing database into the proposed application.

2.11 Tenant Purchase System

The Fund runs a Tenant Purchase System that is modelled on a conventional mortgage system.

- The tenderer shall provide a module for the setting up of a project (housing estate or land). The information to be captured will include the terms and conditions for each property type, the house/plot number and value.
- The system shall allow for the capture of Applicant(s) details including - Name postal address, telephone contact (mobile office, physical) and also for receipt and application fee.
- The system shall provide a loan calculator/generate amortization table and allow for review of the loan application
- The system should prepare Offer Letters/Reject letters (Standard Templates) and Prepare Sales Agreement (Standard Template)
- The system should generate a scan signed sale agreement
- The system should create and maintain TPS accounts

Debt Management

The system shall have a comprehensive debt management system that will allow for:

- Repayment Activation
- Determination of repayment frequency
- Monitoring payments depending on repayment frequencies
- Defaulter Identification (Non-payment and short-payment)
- Reminder notification (t+30 days), Demand Notification(t+60 days), 7 day notice (Standard Templates)
- Penalty computation
- Reverse Returned cheques
- Accept Proposal made by defaulters
- Automated alerts to debt management events
- Repossession where required

Accounting

The system shall be capable of accounting, specifically:

- Collect payments (TPS, Service Charges, Insurance, rates, rent etc) from tenants
- Allow single cheque/deposit to support multiple payments types
- Allow single cheque/deposit to support multiple mortgages
- Allow different payment types (cheque, post-dated cheque, standing order, bank deposit, bank transfer, mobile money, credit cards etc)
- Reversal of bounced cheque
- Return letter for bounced cheques (template)
- Update tenant account with value date
- Posting to General Ledger
- Generate periodic and ad hoc Reports
- Allow refunds where there has been overpayment
- Allow for the transfers of moneys from one TPS account to another

Interest Rates Management

- Staff rates, fixed term, floating rate, fixed rate
- Change rates - amount and type
- Different calculation methods - simple, compound
- Automatically calculate and apply interest
- Automatically calculate and apply penalties based as % of interest or flat amount
- Pay-off calculation

Insurance Management

The system should have the ability to maintain insurance premium tables and automatically assess, debit the account annually with premiums based on insurance parameters (age(s) of insured, loan period, amount)

Rates and Rent Management

The system should allow for the debiting of tenant purchase accounts with rates and rents.

File Tracking

The system should provide for the scanning and management of documents sent by tenants like E-mail, letters, agreements, deposit slips.

Staff

The system should allow for the receipt from payroll of payments made by members of staff who are also tenants.

Conversion of Existing Database

The tenderer shall provide for the conversion of the existing database into the proposed application.

2.12 **Human Resources and Payroll**

1. **Organisation Structure**

The set up should allow for HQ, Region, Branch, Department, Division and sections. This should allow the entire organization to be viewed as a tree. It should allow for situation analysis.

2. **Employee Information**

This should allow capture of bio data information, dependants, skills, training details, separation management
Key reports on demographic analysis should be available.

3. **Recruitment**

The module should be able to shortlist candidates, schedule interview and rate and select applicants. The module should allow an option for quick hire whereby the above steps are bypassed. The various stages of recruitment, appropriate letters should be generated and send by email to the concerned.

4. **Employee movements**

Employee transfers, promotion and demotion should be monitored by the system

5. **Employee Relations**

Grievances

The application should allow employees to register grievances at the workplace and also give suggestions on work methods etc. The system should also provide appropriate feedback and record the resolution of the grievance.

Disciplinary Action

Where disciplinary action is taken, the system should be able to record these and link any information associated with this function to other processes such as appraisals

6**. Employee Development**

Competency Management

Different competence should be recorded in the application. These can be classified as knowledge, skills and attributes etc. These competencies are then applied to positions depending on the requirements of the job that position handles. Employees are then assigned positions based on the competency profile matching. Recruitment, appraisal and career plans should be based on competency gaps.

Training Management

The system should be able to identify training needs from matching job requirements with employee's competencies. These qualification gaps should be the basis for training.

Career Planning

Career planning should chart out the evolution of an employee in the organization with respect to the functions and the position the employee is capable of handling. It should lead the employee through a series of implemented career models and show appropriate career model.

Succession Planning

The application should assess all potential replacements and ensure that the chosen successor has the required competency to assume the responsibilities of the new job. It should ensure that suitable employees are available to fill vacancies created .It should also ensure that a personnel pool exists to fill in new positions likely to be created in future.

7. **Performance Appraisal**

The application should allow for different performance appraisal techniques. These include:

Objective based appraisal, where achievements are measured against targets. Assessment of the actual achievement and recommendations on the next steps (awards, promotions, training etc) should be provided.

Attributes appraisal, where the employee's attributes like behavioural, are measured using 360 degrees method or peer assessment. An assessment of attributes should lead to employee counselling, employee behavioural training.

Potential appraisal, where the employees growth potential is measured. These attributes could include leadership capabilities. Management should be able to assess an employees potential. Assessment leads to counselling and recommending a career path.

8 **Compensation and benefits**

The application should integrate with current payroll

9. **Reimbursements**

The application should have the capacity to process reimbursement of employees' claims e.g. Transfer allowance, travelling allowance, Annual leave allowance. All the business rules to be inbuilt. Provision for certification of these claims to be possible in the system. Include self service facility where employees can launch and track their claims after claims approval, reimbursement should be through payroll or by voucher.

10. **Time and attendance**

An automatic time and attendance system module which can upload data from a specialized system is required.

11. **Leave Management**

The system should allow application for different leave types. Different business rules governing various employee types and leave types to be incorporated. It should also allow for multi authorization levels and posting on the basis of eligibility, carrying of days to the next year.

12. **Security**

Since this is a web based system, access to any function described above should be based on the users' role.

13. **The application should produce reports which are parameter based and the user can simulate different scenarios.**

14. The payroll system should be part of HR systems (password & user protected) and it should be able to do the following.

- Be integrated to financial systems i.e. direct posting to GL
- Able to generate automated payment vouchers
- Able to facilitate electronic authorization of payment vouchers
- Able to automatically regulate the rule of retaining one third net of the basic or consolidated pay
- Be Web Enabled system i.e. posting of payslips and other reports (P9A) to staff at HQ and branches

2.13 **Procurement**

- Should allow for e-procurement, including generation of quotations from prequalified suppliers, generation of tender information, receipt of goods and services, interface with the general ledger.
- It should offer full business automation for purchasing and expense management to help control costs and reduce purchase to payables overhead.
- It should have capability for web purchasing and expense authorization system
- It should capture requisition information in a centralized system for easy reporting, visibility, reduction of data entry and communication.
- It should be leveraged for corporate accountability controls, to aid compliance with the Public Procurement and Disposal Act (PPDA), 2005 and Public Procurement and Disposal Regulations (PPDR), 2006.
- It should smoothly integrate with financial systems fields such as: vendors; GL accounts; inventory items; project or job numbers; budgets; and ship-to addresses.
- It should be able to create purchase orders, expense or receiving transactions directly in our accounting system to help streamline our internal accounting processes.
- It should integrates easily and efficiently with financial system
- The modules should be customizable to meet the organization needs including the ability to handle receiving and inventory transactions, budget tracking, and to manage expense reimbursements.
- The Users should be able to see all approved requisitions in a list, edit and sent for additional approvals or create fresh purchase requisition orders to procurement with the click of a mouse.
- Based on integration with Vendors, Accounts, Items and other key data, validate Purchase orders can then be printed, emailed or sent by fax out to vendors.

- It should have Budget Checking module to allow tracking of budgets and link the same to the assigned General Ledger code on line items. It also provides alerts when requisition line items are over budget and allow requisitioners and/or approvers the right to view approved budget for actual comparisons in real-time.
- It should allow users to enter non-Purchase Order Payment Requests.

Core application features for procurement include:

- Easy-to-use Requisition creation
- Highly flexible and customizable Authorization Routing
- Detailed Search capabilities
- Create Purchase Orders right from within
- Save requisitions as Templates for recurrent purchases
- Key Reports for tracking business intelligence
- Support for multi-vendor

2.14 **General Ledger**

The general shall comprise following modules at the minimum:

- Debtors control ledger
- Creditors control ledger
- Fixed asset register
- Cash management
- Report analysis
- Bank reconciliations

The General Ledger should:

- Integrate powerful financial diagnostic and strategic analysis tools
- Create alphanumeric account numbers as long as 45 characters.
- Flag General Ledger accounts as inactive to stop using them, but retain them in the system for historical and reporting purposes.
- Maintain separate periods for adjusting and closing entries.
- Set up and schedule recurring journal entries for transactions that are processed regularly.
- Drill down to the originating journal entry and transaction from transaction history.
- Lock budgets to prevent unauthorized changes.

- Limit the batches shown in the Batch List window to only those from a single sub ledger.
- Automatically create budgets using prior-year information.
- Create analytical reports, spreadsheets, graphs, and charts, and update budgets automatically through full integration with common spreadsheet programs.
- Produce fast, flexible, customized financial statements through full integration with common spreadsheet programs.
- Print consolidated statements or statements for any accounting division represented by an account number segment code.
- Auto-reverse entries to eliminate manual accrual tracking and specify the period for the reversal.
- Reverse a posted transaction.
- Drill down from an unposted journal entry to the originating transaction.

Security Capabilities

- Control access to any account in the general ledger by segment. This should limit user activity to a prescribed set of accounts, blocking sensitive or confidential accounts from being seen or changed.
- Tailor access to accounts for each user or group of users
- Set access rights for single or multi-segment validation or for single or multiple account validation.
- Restrict users from viewing batches containing accounts from which they are prohibited.
- Restrict users to adding accounts only to segments to which they have access.
- Add or remove user restrictions at any time in response to staffing changes, changes to your account structure, or as security concerns arise.
- Restrict financial reports only to valid accounts.

The Accounts Payable Module should:

- Force or withhold payment of individual transactions, controlling the maximum payment amount, and /or excluding specific vendors.
- Organize vendor records quickly and easily, and flag inactive records that are retained for historical reporting.
- Create a new vendor and remit-to location when entering an invoice.
- Drill down from the vendor's transactions and payments in Vendor Activity to the originating transactions and payments.
- Drill down from General Ledger transaction history to Accounts Payable transactions and then to originating Purchase Orders transactions.

- Import transactions from other applications.
- Automatically distribute invoices to as many general ledger expense or asset accounts as you require by defining distribution sets.
- Set up and schedule recurring payables for invoices paid on a regular basis and automatically remind staff to process recurring payables.
- Calculate VAT and withholding taxes where applicable for vendor invoices or manually distribute tax.
- View your vendor payments by bank range, vendor range, cheque status, transaction type, date range, year and period range, and cheque number range.
- Generate and print system cheques for current payables and forced transactions with or without payments advices.
- Automatically generate separate cheques for each invoice or create summary cheques.
- Reinstate invoices by reversing posted cheques.

The Accounts Receivable should:

- Create summary or detailed invoices using the item price list and calculate taxes on a summary or line-by-line basis.
- Organize customer records quickly and easily, and create an unlimited number of ship-to locations for each customer.
- Flag customer records as inactive when you wish to discontinue regular use but want to retain the record in the system for historical and reporting purposes.
- Drill down from General Ledger transaction history to Accounts Receivable transactions and then to originating Order Entry transactions.
- Import transactions from other applications.
- Schedule any number of recurring charge invoices for fast invoicing of monthly charges, and update recurring charges automatically by amount or percentage.
- Create adjustment batches automatically to write off small account or transaction balances, and choose whether to charge interest on overdue balances or individual invoices.
- Specify the debit and credit amounts for each detail entered in Adjustment Entry and for miscellaneous adjustments in Receipt Entry.
- Drill down from the customer's transactions and receipts in Customer Activity to the originating transactions and receipts.
- Track, calculate, and automatically retain a portion of an invoice to handle common billing practices in the construction industry.
- Print and review complete transaction details, including the details of receipts and adjustments applied to transactions, and keep a complete transaction history.

- View your customer receipts by bank range, customer range, receipt status, transaction type, date range, year and period range, and receipt number range.
- Perform on-screen aging and preview customer transactions.
- Review up-to-the-minute information including current balance, last activities and complete transaction details, and detailed statistics for each customer account.
- Send statements and invoices to your customer's billing address, customer's e-mail address, or contact's e-mail address.
- Create custom invoices, statements, and deposit slips.
- Set up standard e-mail messages you can automatically send to your customers with their documents.
- Create a new customer and ship-to location when entering an invoice.
- Print aged Trial Balance, Overdue Receivables, Customer Transactions, Customer List and Statistics, and General Ledger transaction reports using sorting and selection options to focus on desired transactions.

Reports included in the system should include:

- Batch Listing
- Batch Status
- Chart of Accounts
- Comparative Balance Sheets
- General Ledger Transactions Listings
- Income Statements
- Posting Journals
- Trial Balance

2.15 Customer Relationship Management System

The system should have a Customer Relationship Management System that will allow for:

- Sending of statements by email to members/employers/TPS with registered email addresses
- Scrutiny of contributions collected, both in the raw form (the file submitted) and updated form (in the database).
- Log any queries/complaints made by staff/members
- Supervisor ability to allocate queries logged
- Track queries to resolution
- Enable staff to instantly access key contact information, track all contact-related communications and events,
- Manage and prioritize tasks and provide an accurate response to customers in a timely fashion

- Respond to customer complaints in a systematic fashion
- Quickly enter and prioritize complaints
- Efficiently manage tasks, set reminders and due dates

I. TECHNICAL SPECIFICATIONS FOR THE EMAIL & OFFICE COLLABORATION

Requirements for Collaboration system (E-mail Communication)

- E-mail, calendar and scheduling.
- Personal information management (PIM) functions, including personal directory and personal journal.
- Blog template for access by rich client and Web browser users.
- RSS feed generation template.
- The ability to provide partitioning.
- Integrated administration and systems management tools.
- Database compression that significantly reduces the storage size of application / mail databases.
- Multiple Operating system support.
- Support for Federal Information Processing Standards (FIPS) 140-2 standards encryption.
- Security Features.
    1. Role based
    2. Client software based virus protection
    3. server/local file encryption
    4. Verification of digital signatures
    5. certification and ID files
    6. Server access lists and access control lists and role
- Team-room application.
- Entitlement to run non-mail collaborative applications.
- Clustering for high availability. (failover and load balancing)
- Offline access to mail and collaborative applications.
- Browser Based access to mail and collaborative applications.
- Mobile push email capability from Apple iPhone, Nokia Symbian devices, Android devices Microsoft® Windows® Mobile 5 and 6 devices.

Collaboration Environment –Integrated Instant Messaging

- Enterprise Instant Messaging

Collaboration Environment –Integrated Video Teleconferencing

- Enterprise Teleconferencing linking all Branches

Collaboration Environment – Mail Security

- Spam and Virus Management.

- Block over 99% of spam with no false positives.
- Internet Protocol (IP) layer filtering.
- Zero Level Analysis (ZLA).
- Content filtering.
- Custom scanning of email.
- URL Filtering.
- Rules-based policies.
- Automatic encryption of email.
- Clustering capabilities.
- Standard, centralized reports.

Content Management

- Breadth of server platforms, list platforms
- Support for HTML and XML Web content, document images, electronic office documents, printed output, audio, and video
- Content infrastructure for solutions such as compliance in a regulated life sciences environment, records management, document lifecycle management, email management, digital media and web content management.
- XML-ready data model for a secure environment and a single source of access for administration.
- Support for replication to store and manage objects in multiple locations, as well as LAN cache for application-transparent caching.
- Integrated record management and workflow.
- Version control that manages multiple versions of documents and objects, including multiple versions of specific document annotations.
- ODMA support that allows easy document access from ODMA V2.0-compliant Windows desktop applications.
- Multi-value attributes that allows documents and other content types such as audio clips to be identified by multiple authors or composers.
- Index Class subsets that allow system administrators to protect sensitive information by restricting views to specific subsets.
- Resource Manager Replication that allows remote locations to have local copies of centrally stored documents.
- LAN Cache that provides the ability to designate a Resource Manager as a LAN cache server.

Database Environment

- Database Compression
- Automatic memory and storage management
- Workload management

- Self-configuration for enterprise environments
- Cloud computing enabled

J. TECHNICAL SPECIFICATIONS FOR THE CALL CENTRE

SYSTEM ARCHITECTURE

- client/server architecture
- server based on the Linux/Unix operating system
- client software based on Linux
- use TCP/IP as the communication protocol to the PC Workstations
- use open system standards
- system should have open interfaces for client and server-side customization
- support DDE
- Analogue CO trunk interface card
- Maintenance card (dial in/out modem)
- Announcement card/s
- Digital Wall Board
- headsets
- Have fallback stability provided should the server(s) fail
- open interfaces for client and server-side customization

SYSTEM COMPONENTS

- Provide universal line ports that act as a PBX port, an IVR port, a voicemail port, a fax port, a Web call-back port, or an ACD port
- IVR functionality that is integrated to the ACD
- provide Web integration, voice messaging for the call centre
- provision for fault tolerance
- Provide web call back

SYSTEM REQUIREMENT

- integrate with PBXs, key systems, hybrids, and Centrex
- provide digital and analog integrations
- include a telephone integration database that provides a ‘plug-n-play’ integration and application telephone setup
- support call screening and call queuing

AGENT AND SUPERVISOR INTERFACE

- Soft Phones
- software phone for on-screen control of calls and other objects that are in the queue
- software phone that supports call, Drop call, Hold and Retrieve Make call, Blind transfer (an agent can transfer a call to another agent without consulting with the agent),warm transfer (with Reconnect option): an agent can transfer a call to another agent after consulting with the agent. Optionally, the agent can reconnect to the call after the consultation, Conference (with Reconnect option): an agent can conduct a conference with another and other standard phone features

- software phone interface for supervisors to select real-time status of agents, listen to and monitor calls, and move calls from queue to queue
- Provide agents with real-time feedback relating to their individual performance against their peers.
- Agent should be able to real time transfer calls to any branch.
- Agent should choose to record a particular conversation, i.e. for emergencies.
- Inbound/ outbound calling should support;
  Caller music-on-hold, Agent music-on-idle, Agent call recording, Agent to caller recording playback), Call monitor/assist, Custom caller IDs, Real-time agent state: Ready, Do Not Disturb, Logged Off, Inbound Call, Outbound Call, Ringing, Disconnect and more

MULTI-MEDIA CONTACT

- . e-mail
- . website interaction (e.g. .show and tell. and .Call-Me. functionality)
- text-chat
- fax
- post
- voice-over-IP telephony
- standard voice calls
- Video.
- Computer Telephony Integration (CTI).

SYNCHRONIZED LOGIN AND LOGOUT

Agents can login for individual or multiple channels simultaneously (i.e. phone, email and chat).

REMOTE AGENTS

- agents log onto the system from any location via the Internet without additional hardware at the corporate site
- remote agents should be able to view real-time status of queues and workgroups
- supervisors should be able to listen to remote agent's calls and record calls

TRUNK CONNECTIVITY

- ability to connect to the public switched network
- Ability to connect to the corporate network.

OPEN ARCHITECTURE

- to allow for future expansion

SYSTEM ADMINISTRATION

- Interface for adding lines, stations, and ACD agents.
- groups of agents should be defined through a single workgroup configuration
- Able to provide different access levels
- customer created speed dial directories should be defined on the server to be accessed by agents

FILE SYSTEM FOR SOFTWARE

- Relational Database Management System Requirements for data interchange, access and technical integration need to be set out in the Service requirements for the Call Centre.

PERFORMANCE MANAGEMENT

- Able to measure performance through call matrix and customer satisfaction through Key performance indicators (KPI)

COST SAVINGS

- reduce the amount of work in progress by reducing the number of interactions to deal with individual cases
- More effective utilization of staff time.

ROBUST FUNCTIONALITY

- Have unified cross-channel communications, with an application platform that enables you to rapidly deploy seamlessly and efficiently manage all customer interactions.

INTEGRATION WITH OTHER SYSTEMS

- Proposed solution should integrate with NSSF business system.
- Workforce Management Application
- Have a web interface that integrates with the existing system.
- Interactive Voice Response(IVR) should integrate with the existing databases
- Should allow for multiple database connection be used for a single caller
- Scanned Hard Copy Mail for tracking;
- Internal Service Desk system,
- Self Service technologies
- Knowledge Base;
- Web Collaboration;
- Electronic Mail;
- Fax;
- Voice Mail; and
- Short Message Services (SMS).

REPORTING

- Have an open reporting architecture
- Real-time reporting as a standard feature
- Have Automated messaging

USER ACCESS

- User access as prescribed by system controller

SECURITY

- Control access to any function through defined password levels
- Have a security implications which can be overcome via firewall software, ensure integrity of data all times and the encryption of all data transferred

TEST ENVIRONMENT

A test environment that mirrors the live environment should be set up and made available to test the system before it goes live.

DOCUMENTS REQUIREMENT

- END-User documents
- Technical Documents

PARAMETERS FOR THE ENVISAGED CONTACT/CALL CENTRE:

Component/Service	**Unit of measure**	**QUANTITY**
Telkom ISDN lines	30 port board	2
Safaricom Trunk Lines		8
Airtell Trunk Lines		8
YU Trunk Lines		8
Orange Trunk Lines		4
Number of agent workstations		10
Number of supervisors workstations		2
Number of agents to support Web Collaboration		10
Number of agents to support electronic-mail		10
% agents voice logged		100
Voice Logger Ports Needed		
% inbound		100
% outbound		100
IVR		1
VOIP Channels	30 channels	1

K. TECHNICAL SPECIFICATIONS FOR THE VIDEO CONFERENCING

The tenderer should provide multi-sites video conferencing solutions that allows for teleconferencing between Headquarters and four (4) branches (Mombasa, Nakuru, Nyeri and Kisumu) but scalable to all branch offices

INSTALLATION SITE VISIT FOR VERIFICATION OF SPECIFICATIONS BY THE PROCURING ENTITY

The tenderer should propose sites they feel can best demonstrate their capability where similar applications are running for. As part of the evaluation, NSSF shall directly contact and/or visit the site. The information to be provided should be accurate and shall include:

- Reference Site
- Full Name of contact Person
- Position held in the Organization
- Physical Address
- Tel No
- Fax No
- Email Address
- Value of Contract

Installations Site Table

The possible sites of installation are as below:

No.	Name	No.	Name
1	NSSF HEADQUARTERS - NAIROBI	24	KISII
2	HILL - NAIROBI	25	ELDORET
3	TOWN (CITY) CENTRE - NAIROBI	26	KAKAMEGA
4	NYERI	27	HOMABAY
5	NAIVASHA	28	BUNGOMA
6	KISUMU	29	BUSIA
7	MOMBASA	30	NANYUKI
8	THIKA	31	MERU
9	NAKURU	32	KERUGOYA
10	WESTLANDS- NAIROBI	33	VOI
11	INDUSTRIAL AREA - NAIROBI	34	UKUNDA
12	KIAMBU	35	MALINDI
13	MACHAKOS	36	MAKUENI
14	NAROK	37	KITUI
15	GARISSA	38	MWINGI
16	MURANGA	39	LODWAR
17	EMBU	40	NANDI HILLS
18	KAPSABET	41	LAMU
19	KABARNET	42	KERICHO
20	KITALE	43	SIAYA
21	NYAHURURU	44	MARALAL
22	NAKURU	45	WAJIR
23	SOTIK		

SECTION VI – EVALUATION CRITERIA (REQUIREMENTS)

1. Qualification and Award

One suitable supplier will be selected from those tenderers who satisfy the qualifying criteria set out. The Qualification for award shall be based on combined score where both technical and financial scores shall be taken into consideration.

2. General Information

Tenderers must provide the information regarding their capacity and ability to deliver on the procurement requirements and to take responsibility for it:

3. Basic qualification information

The tenderer's qualification documents should include the following:

- The necessary qualifications, capability, experience, resources, equipment and facilities to provide what is being procured;
- The legal capacity to enter into a contract for the procurement;
- Is not insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing;
- The NSSF is not precluded from entering into the contract with the person under Section 33 of the Act limiting the contracts with employees and entities in which they have personal interest or with which they have personal relations;
- Is not debarred from participating in procurement proceedings under Section 115 of the Act and Regulations 90 and 91.

4 Company profile

A brief description of the company must be given together with an overview of its product portfolio, current market focus and strategic direction.

5 Customer base

Details of relevant customers from the company's existing customer base must be provided.

6 Technical capability

A list of any similar projects undertaken by the company in the last five years including time-scales must be given. A list of any reference sites where similar solutions were supplied must be provided by the tenderer. Details should include:
- Organization /Country
- Hardware and software configuration for similar services
- Operating system for similar services
- Details of technical support staff including qualifications and experience
- Delivery timeframe

7. Qualifying, Evaluation of Tenders and Award Criteria

The lead Contractor / Tenderer will be subjected to the following qualifying and evaluation process: Stage I and Stage 2 requirements shall be submitted as part of technical submissions.

Stage 1: Qualifying (Mandatory) Criteria

(i) Preliminary evaluation of open tenders

The evaluation committee shall first conduct a preliminary evaluation to determine whether:-

(a) the tender has been submitted in the required format;
(b) any tender security submitted is in the required form, amount and validity period;
(c) the tender has been signed by the person lawfully authorized to do so;
(d) the required number of copies of the tender have been submitted;
(e) the tender is valid for the period required;

(ii) Mandatory / Statutory requirements

1. Certificate of Company Incorporations
2. Details of Company Ownerships/Directorship
3. Valid TAX Compliance Certificates
4. Valid NSSF Compliance Certificate
5. Audited Accounts for the last three (3) years **(i.e. within 2007 & 2010)**
6. Tender security of **Kshs. Ten (10) million** valid for 120 days from the closing date of the tender
7. Proven Physical location of the company/Firm (attached evidence e.g. title deed or lease agreements)
8. Power of attorney on agreements between the lead contractor and the proposed subcontractors if any.

Tenders which do not satisfy any of the above requirements (i and ii) shall be rejected.

Stage 2: Technical Requirements:

The lead contractor/tenderer should preferably be either a manufacturer of servers and/or developers of the core system as prescribed under Section V (H) above. Vendors who are not manufacturers or developers of any item must submit valid Manufacturer's authorization certificate.

A) Proof of Confirmation as Hardware Manufacturer and or Software Developer including proposed sub-contractors for the items specified – total 30 points

Points distribution

a) Servers – 3 points
b) Data Centre – 3 points
c) Disaster Recovery Centre – 3 points
d) Personal Computers – 2 points
e) Printers – 2 points
f) AFIS – 3 points
g) EDRMS – 3 points
h) Core System (Social Security, Financial, HR, CRM and Procurement) – 3 points
i) Email & Office collaboration – 3 points
j) Call Centre – 3 points
k) Video Conferencing – 2 points

B) Compliance to the Technical/Performance requirements – total 44 points

Points shall be awarded for each of the above ten specific requirements as follows:

a) Product meeting 80% or more of the technical specification for each requirement shall be awarded 4 points.
b) Product meeting 70% and above but below 80% of the technical specification for each requirement shall be awarded 2 points.
c) Product meeting below 70% of the technical specification for each requirements shall be awarded nil (0) points.

C) Tenderers Installation Sites – total 26 points

Points shall be awarded for each of the above ten specific requirements that the tenderer has done either as lead contractor or sub-contractor for each requirement. No installation site - 0 points

a) Servers – 5 points
b) Data Centre – 3 points
c) Disaster Recovery Centre – 1 point
d) Integrated Core System with AFIS, EDRMS and Call Centre – 3 points each upto a maximum of 12 points if integrated or 2 points each upto a maximum of 8 points if not intergrated.
e) Email & Office collaboration – 3 points
f) Video Conferencing – 2 points

N/B

It is not enough for the bidder to indicate that they comply but must back up their claim with proof by explaining how each of the items has been complied with. Where brochures are provided, the tenderer will be expected to point out the specific pages. Bidders who provide false information will be rejected.

The NSSF before recommendation for award may visit at least one installation site of the tenderer to confirm their capacity to carry out the requirement. The tenderer is therefore instructed to give full details of the sites they propose to NSSF for a visit of which they will obtain the necessary authorizations/permissions.

Stage 3: Financial evaluation

Financial evaluation will be based on the overall cost of the proposal which will be the sum of the cost of hardware, related software, transportation, installation & commissioning, training and at least one year warranty, and any other costs involved, inclusive of all taxes.

Evaluation Procedure

Only suppliers meeting qualifying criteria (stage 1) will be considered for technical evaluation (stage 2) who shall be evaluated in accordance with technical requirements.

Only those tenderers who score at least 75% in the technical evaluation (stage 2) will proceed to the final financial evaluation.

Clarification

NSSF reserves the right to seek clarification or verification of any information supplied by the tenderer.

Tenderers may also be required to attend meetings with and/or make presentations to appropriate NSSF personnel at any stage of the evaluation process.

N/B

The minimum pass mark for the tenderer to be invited for financial opening shall be 75% and those below the pass mark shall be notified and their financial submission shall be returned to them unopened after the procurement process is finalized.

SECTION VII –TECHNICAL DOCUMENTS

TECHNICAL STANDARD FORMS AND EVALUATION CRITERIA

Technical forms are to be in a separate envelope and marked "technical" as per the instructions in this tender document

Notes on Technical standard forms

1. Any tender security submitted is in the required, amount and validity period as per the invitation and tender instructions;

2. Confidential Business Questionnaire Form - This form must be completed by the tenderer and submitted with the tender documents

3. The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.

4. The Declaration form should be completed by the Managing Director or as appropriate in accordance with the tender documents.

It shall contain the following:-

(a) Technical Submission letter
(b) Instructions to Tenderers and its appendix
(c) General Conditions of Contract.
(d) Special Conditions of Contract
(e) Technical Specifications and Schedule of Requirements
(f) All supportive documentary evidences including mandatory requirements, qualifications, technical brochures etc.
(g) Tender Security / Bid Bond.
(h) Tender Questionnaire
(i) Confidential Business Questionnaire
(j) Declaration Form

TECHNICAL SUBMISSION FORM

[_____ *Date*]

To:
Managing Trustee
National Social Security Fund
P.O Box 30599 – 00100
Nairobi.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **Tender no. 16/2010-2011 – Supply, Installation, Configuration, Customization and Commissioning of a Fully Integrated ICT Infrastructure** in accordance with your Request for Proposal dated _____[*Date*] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal sealed under a separate envelope].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_____*[Authorized Signature]:*

_____*[Name and Title of Signatory]:*

_____*[Name of Firm]:*

_____*[Address] :*

TENDER SECURITY FORM

Whereas ……..[name of the tenderer]

(hereinafter called "the tenderer")has submitted its tender dated……..[date of submission of tender] for the provision of ……[name and/or description of the goods]

KNOW ALL PEOPLE by these presents that WE……

Of……having registered office at …….

[hereinafter called "the Bank") are bound unto……

(hereinafter called "the procuring entity") in the sum of ……...

for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this_____ day of 20_____.

THE CONDITIONS of this obligation are:

1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or

2. If the tenderer, having been notified of the acceptance of its Tender by the Procuring entity during the period of tender validity:

    (a) fails or refuses to execute the Contract Form, if required; or

    (b) fails or refuses to furnish the performance security, in accordance with the instructions to tenderers;

we undertake to pay to the Procuring entity up to the above amount upon receipt of its first written demand, without the Procuring entity having to substantiate its demand, provided that in its demand the Procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

_____

(Banks' official seal)

_____

[Signature of the bank]

(Amend accordingly if provided by Insurance Company)

CONFIDENTIAL BUSINESS QUESTIONNAIRE

Note: Tenderers must be registered companies incorporated in Kenya under the companies act CAP 486

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2 (b) or 2 (c) and 2(d) whichever applies to your type of business.

You are advised that it is a serious offence to give false information on this Form.

Part 1 – General

Business Name ……..…

Location of business premises; …….. Country/Town…….....

Name & Plot No……..... Street/Road ……

Postal Address…… Postal Code ……

Tel No ……Fax No. …….....……..…

Email address …….

Nature of Business……

Current Trade Licence No…….…… Expiring date…….

Maximum value of business which you can handle at any time: KSHS.…….....

Name of your bankers……....…….

Branch……

Part 2 (a) – Sole Proprietor

Your name in full……..…… Age……

Nationality……..……..…… Country of Origin……

Citizenship details …….……....

Part 2 (b) – Partnership

Give details of partners as follows:

	Name in full	*Nationality*	*Citizenship Details*	*Shares*
1.	……			
2.	……			
3.	……			
4.	……			

Part 2(c) – Registered Company:

Private or public……..……

State the nominal and issued capital of the company-

Nominal Kshs……

Issued Kshs……

Give details of all the directors in the following order:

Name in full	*Nationality*	*Citizenship Details*	*Shares*
1. ……			
2. ……			
3. ……			
4. ……			
5. ……			

Part 2 (d) – Interest in the Firm:

Is there any person/persons in **National Social Security Fund** in general who has interest in this firm? Yes/No (Delete as necessary).

I certify that the above information is correct.

……..……	……..	……..….
(Title)	*(Signature)*	*(Date)*

*Attach proof of citizenship

TENDER QUESTIONNAIRE

Please fill in block letters.

1. Full names of Tenderer

   _____

2. Full address of Tenderer to which tender correspondence is to be sent (unless an agent has been appointed below)

   _____

3. Telephone number (s) of Tenderer

   _____

4. Telex of Tenderer

   _____

5. Name of Tenderer's representative to be contacted on matters of the tender during the tender period

   _____

6. Details of Tenderer's nominated agent (if any) to receive tender notices. This is essential if the Tenderer does not have his registered address in Kenya (name, address, telephone, telex)

   _____

   _____

   _____

_____

Signature & official stamp of Tenderer

MANUFACTURER'S AUTHORIZATION FORM

To **Managing Trustee**
National Social Security Fund
P.O. Box 30599 – 00100
NAIROBI.

WHEREAS ……[*name of the manufacturer]* who are established and reputable manufacturers of …….. [*name and/or description of the goods]* having factories or operations at …… [*address of factory]* do hereby authorize …… [*name and address of Agent]* to submit a tender, and subsequently negotiate and sign the Contract with you against **tender No. 16/2010-2011** for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

_____
[*Signature for and on behalf of manufacturer]*

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent.

DECLARATION FORM

STATEMENT OF VERIFICATION THAT NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND DISPOSAL ACT 2005.

I, …….of P. O. Box ……. being a resident of …….. in the Republic of Kenya do hereby make a statement as follows:-

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of ……..... …….. (name of the Company) who is a Bidder in respect of **Tender No. ……..** To supply goods, render services and/or carry out works for National Social Security Fund and duly authorized and competent to make this statement.

2. THAT the aforesaid Bidder has not been debarred from participating in procurement proceeding under Part IX.

3. THAT the aforesaid Bidder will not engage in any corrupt practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of National Social Security Fund, which is the procuring entity.

4. THAT the aforesaid Bidder, its servants and/or agents have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of National Social Security Fund.

5. THAT what is deponed to hereinabove is true to the best of my knowledge information and belief.

…….	……	……
(Title)	(Signature)	(Date)

List of reference sites

The tenderer should submit at least two (2) sites where the bidder has installed and commissioned similar ICT infrastructure. The bidder should indicate the name of the organization, physical address, contact person, contract sum, contract period and any other information

No.	Name of the Organization	Physical Address	Contact Person	Contract Sum	Contract Period	Any other Information
1						
2						
3						

SECTION VIII –FINANCIAL DOCUMENTS

2. FINANCIAL

Financial forms are to be in a separate envelope and marked "FINANCIALS" as per the instructions in this tender document

Notes on financial standard forms

1. The tenderer shall complete and submit with its tender the form of tender and price schedules pursuant to instructions to tenderers clause 2.8 and it must be duly signed by duly authorized representatives of the tenderer.

2. The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.

3. The performance security form should not be completed by the tenderers at the time of tender preparation. Only the successful tenderer will be required to provide performance security in accordance with the form indicated herein or in another form acceptable to the NSSF and pursuant to the – conditions of contract

FORM OF TENDER

To: Date: _____

The Managing Trustee
National Social Security Fund
P.O. Box 30599
NAIROBI.

Gentlemen and/or Ladies:-

1. Having examined the Tender documents including Addenda No. (Insert numbers) …….. the receipt of which is hereby duly acknowledged, we the undersigned, offer to **Supply, Install, Configure, Customize and Commissioned a Fully Integrated ICT Infrastructure** under this tender in conformity with the said Tender document for the sum of Kshs. ….……*words* ……*figures* [Total Tender amount in words and figures] Inclusive of VAT or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to provide the Security Services in accordance with the conditions of the tender.

3. If our Tender is accepted, we will obtain the tender guarantee in a sum equivalent to **ten** (10%) percent of the Contract Price for the due performance of the Contract, in the form prescribed by NSSF.

4. We agree to abide by this Tender for a period of **90** [number] days from the date fixed for Tender opening of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract between us subject to the signing of the contract by both parties.

6. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ 2011

_____ _____
[Signature] [In the capacity of]

Duly authorized to sign tender for and on behalf of _____

Price Schedule of Goods

Tenderers are required to indicate Unit Price and total price where applicable in **Kenya Shillings inclusive of applicable taxes and charges**.

SUMMARY OF COSTS FOR EACH OF THE ELEVEN CATEGORIES

1	2	3	4	5	6	7	8
Item	Item Description	Country of origin	Quantity	Unit Cost*	Total Initial Cost	Annual Maint. (4 yrs) **	Total price (cols. 6 + 7)
1	Servers						
2	Data Centre						
3	Disaster Recovery Centre						
4	Personal Computers						
5	Printers						
6	AFIS						
7	EDRMS						
8	Core System (Social Security, Financial, Human Resources, CRM and Procurement)						
9	Email & Office collaboration						
10	Call Centre						
11	Video Conferencing						
12	Training***						
13	Others if any						
	GRAND TOTAL						

* Unit cost applicable where the item has quantifiable units

** The annual maintenance cost for each of the four years following the expiry of the warranty period commencing after acceptance

*** Training where applicable as by the requirement.

N/B

If there is a discrepancy between the unit price and the total price where applicable that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.

DETAILED BREAK DOWN OF COSTS FOR ALL COMPONENTS IN EACH OF THE ELEVEN CATEGORIES

The table below is for guidance

Item No.	Description	Qty	Brand/Model	Country of Origin	Unit Cost	TOTAL Amount
Total						

Signature of Bidder……..

Official Rubber Stamp …….

LETTER OF NOTIFICATION OF AWARD

Address of procuring entity
_____
_____

To:_____
_____
_____
_____

RE: Tender No._____

Tender Name_____

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

_____
_____

1. Please acknowledge receipt of this letter of notification signifying your acceptance.

2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.

3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

   *(FULL PARTICULARS)*_____
   _____

SIGNED FOR MANAGING TRUSTEE

CONTRACT FORM

THIS AGREEMENT made the ___day of _____20____between……[name of procurement entity] of …….[country of Procurement entity](hereinafter called "the Procuring entity") of the one part and ……[name of tenderer] of …….[city and country of tenderer](hereinafter called "the tenderer") of the other part.

WHEREAS the Procuring entity invited tenders for certain goods. Viz…….. [brief description of the goods] and has accepted a tender by the tenderer for the supply of those goods in the sum of ……[contract price in words and figures]

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

    (a) the Tender Form and the Price Schedule submitted by the tenderer;

    (b) the Schedule of Requirements;

    (c) the description of goods / scope of services;

    (d) the General Conditions of Contract;

    (e) the Special Conditions of Contract; and;

    (f) the NSSF's Notification of Award.

3. In consideration of the payments to be made by the NSSF to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the NSSF to provide the goods and to remedy defects therein in conformity in all respects with the provisions of the Contract

4. The NSSF hereby covenants to pay the tenderer in consideration of the provision of the goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by_____the _____(for the NSSF)

Signed, sealed, delivered by_____the _____(for the tenderer) in the presence of_____.

PERFORMANCE SECURITY FORM

To: ……..

[name of the procuring entity]

WHEREAS…….[name of tenderer]

(hereinafter called "the tenderer") has undertaken, in pursuance of Contract No._____[reference number of the contract] dated _____20_____to

supply……..

[Description goods](Hereinafter called "the contract")

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with *a* bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of ……. *[amount of the guarantee in words and figures]*,

and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of ……..
[amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of 20

_____

Signature and seal of the Guarantors

_____

[name of bank or financial institution]

_____

[address]

_____

[date]